

ProNOC

Network Operations Center Service

24 x 7 Proactive
Network Monitoring



PROFICIO

SECURITY AND NETWORKING SOLUTIONS



Achieve the Highest Levels of Network
Availability and Performance

ProNOC

Network Operations Center Service

ProNOC™

The ProNOC service monitors thousands of networks and applications and is relied upon by millions of people for everything from utilities to banking to healthcare. We provide 24x7 monitoring of your networks, servers, applications, and circuits ensuring the continuous availability of your systems. The ProNOC monitoring service allows you to expand your IT staff without the additional costs of hiring full time roles. ProNOC customers benefit from:

- Significant reductions in downtime
- Rapid resolution to incidents occurring around the clock
- Increased end user and customer satisfaction
- Increased job satisfaction of network and IT staff

Always-on is the Norm

Expectations for network availability continue to rise, spreading beyond 24x7 organizations like hospitals and airlines to any business that depends on email, VoIP communications, or always-on IT services. Moreover, management, employees, and customers are becoming increasingly intolerant of even small network outages. At the same time, IT teams are being asked to do more with less. Freezing capital expenses is a quick fix, but the more daunting challenge is enhancing performance while keeping operating expenses as low as possible.

Flexible Service Options

ProNOC services range from incident management to advanced troubleshooting. We also customize our NOC services by supporting client-specific procedures, technology, and reporting. ProNOC services include:

- 24x7 NOC Service Desk
- 24x7 Monitoring
- Incident and Problem Management
- Configuration Management
- Capacity Management
- Service Level Management
- Change Management
- NOC Reporting

Experts Working for You

Our primary NOC in Madison, Wisconsin is staffed by highly experienced professionals who work 24x7 with an overlap between shifts to allow for the proper hand-off of open issues. We do not offshore any of our functions.

Best-in-class Processes

ProNOC provides best-in-class fully documented processes adhering to the ITILv3 framework. Customers benefit from real time reporting, resource trend analysis, SLA management, reusable templates, and recommendations for improvement. By having a 24x7 NOC that follows a repeatable process for managing incidents, not only is the response time to an alarm lower, but also the resolution process is repeatable and acted upon in a consistent manner.

Powerful Technology

ProNOC includes a centralized monitoring system that aggregates alerts from all network devices, applications, and system resources. The system can integrate with other monitoring systems such as SolarWinds, Heroix, and Nimsoft and ticketing systems such as ServiceNow, Salesforce, and Remedy.

“Through 2015, 80 percent of mission-critical outages will be caused by people and process issues.” -Gartner



ProNOC Web Portal Status Screens



Multi-vendor Support

The ProNOC platform supports a wide range of network devices, vendors, server operating systems, applications, switches, routers, VoIP phones, PBXs, firewalls, security cameras, UPS, HVAC equipment, and other devices.

Redundant Infrastructure

ProNOC is designed to meet the highest standards in security and high availability. Redundant data connectivity, dual power grids, backup generators and a DR NOC are some of the elements that support this strategy.

1/3 of In-house Costs

ProNOC is highly cost effective. Our customers achieve the highest level of network performance without having to buy software and hardware or hire engineers to monitor their networks.

ProNOC uses a tiered approach to problem resolution. Our Tier 1 team of NOC engineers is responsible for managing incidents, including logging events, notifying affected users, and basic troubleshooting. Our Tier 2 team is made up of product and service experts with the knowledge needed to perform routine diagnostics, configuration, problem identification, and analysis. Our Tier 3 team is the advanced engineering team responsible for problem replication, root cause analysis, identification of design and interoperability issues.

We are able to pass considerable operational changes to our customers, because two thirds of the time spent in supporting IT infrastructure involves issues that can be resolved by our first level support staff. Moreover, resource utilization is improved significantly by engaging the Tier 2/3 engineers appropriately when their specialist knowledge is needed. These efficiencies and other economies of scale allow ProNOC services to be typically delivered at 1/3 the cost of an in-house equivalent NOC monitoring operation.

ProNOC Portal

In addition to our 24x7 service desk support, ProNOC includes a secure web-based portal that provides customers a real time summary of the state of their network. Graphical dashboards provide key metrics and information including usage and performance trends, errors, thresholds, and device configurations. Our portal also provides visibility to active tickets, current resolution status, notifications, and escalations.

Measurable Improvements

ProNOC's 24x7 NOC monitoring and reporting solutions not only help accelerate resolution of network failures, but also equip your IT team with detailed information to benchmark network performance and perform root cause analysis on ongoing problems affecting your network. You set the key performance indicators (KPIs) for your customized NOC service and we will report progress against the KPIs for all the services defined in your service agreement.

Lightning-Fast Resolution

When something arises that may interrupt your network and service availability, ProNOC finds the root cause and often resolves the issue before your customers and employees know about it. ProNOC detects, classifies, and records every service-affecting event that occurs, leveraging our knowledge and experience to respond appropriately. We only report on what makes sense whether it's every incident, or only major alarms. Depending on what works best for your business, our ProNOC staff can report, troubleshoot, and/or escalate issues.

Proven Onboarding Process

Our onboarding process starts by building a detailed understanding of your network requirements and escalation and resolution policies. We thoroughly document procedures and work closely with your team to ensure a smooth turn up of our service.

ProNOC Service Options

ProNOC Services	Tier 1	Advanced
24x7x365 Service Desk (Phone, Email, Fax)	•	•
ProNOC Web Portal	•	•
Event Notification and Escalation	•	•
Incident Detection, Recording, Classification	•	•
Incident Investigation, Diagnosis, Resolution, Recovery, Closure		•
Third-Party Supplier Management		•
Problem/Error Identification, Recording, Classification	•	•
Problem/Error Investigation, Diagnosis, Resolution, Closure		•
Proactive Problem Prevention		•
Raising and Recording Monitoring Changes (Moves, Adds, Changes)	•	•
Configuration Management	•	•
Change Implementation Coordination, Monitoring, Reporting	•	•
IT Infrastructure Status, Utilization, Trending Reports	•	•
Change Impact and Risk Analysis		•
Incident Management Reports	•	•
Service Level Monitoring and Reporting	•	•
Capacity Management	•	

About Proficio

Proficio Inc. is a leading provider of security, networking, and IT infrastructure solutions. Our customers view us as a trusted advisor and benefit from our knowledge and real world experience in delivering large-scale, successful projects. We work closely with our customers to understand their needs and align services and solutions to their IT and business strategies.

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