



## Networks Operation Center

Around the clock holistic coverage monitoring, analyzing, and diagnosing your network.

New Era Technology helps you increase overall efficiency and maintain a stable and reliable network environment. Staffed 24/7, the NOC is equipped with the industries' most sophisticated technologies. Comprehensive reporting capabilities allow you to rationalize IT spending and optimize your strategic IT planning. Priority access to our experienced support technicians and engineers means you have experts when you need them—at a fraction of the price it would cost to expand your team.

### State of the Art Facility

New Era's collocated monitoring systems are supported by:

- Redundant ISPs and Carriers
- Generator power
- N+1 Environmental infrastructure
- Fire detection/prevention
- Biometric Security

### 24/7 NOC Benefits

**24/7 Proactive Monitoring** – Performance monitoring tools continuously monitor your systems (Network, Security, Server, and more!).

**24/7 Alerting** – In the event of any incident, our systems automatically trigger audible, visual, and email alerts to the NOC.

**24/7 Alarm Resolution & Technician Dispatch** – Our team will not only diagnose the issue but will arrive on-site to get you up and running.

**Web Portal Access** – Full administrative access to our network monitoring solution, giving you a “window” into your network’s performance.

**Remote Access via Web Interface** – Customers can enable attended remote control of any IP-enabled device, anywhere in the world.

**Historical Reporting** – Your staff has full access to real-time and historical reporting tools leveraged by our support team.

**SLA Driven** – Defined service levels for performance you can rely on.