

# 24X7 NOC SUPPORT

Day or night, solving your client's issue with urgency is our sole focus.

Three options for NOC support provide the perfect fit for your particular needs, plus our team has a special knack for customer service. We work as an extension of your team, with biweekly service reviews and detailed QBRs. Our NOC was built to support our own MSP business, so we provide detailed reporting, higher than industry standard SLAs and vendor management.



## One Stop NOC

We believe MSPs should have a choice when it comes to the tools you use in your MSP. That's why our NOC team has always worked in your preferred tool stack because they are integral to your business. Now, MSPs can leverage ITBD's RMM tool, streamlining management, monitoring and support under our One Stop NOC service.

- Asset Management
- Remote Monitoring
- Application Deployment
- Automated Monitoring and Alerting
- Remote Access/Control
- Issue Auditing
- Maintenance Scheduling
- Patch Management



### Watch: Monitoring & P1 Resolution

- Full incident remediation
- Vendor management during incident escalation
- 24x7 monitoring of event IDs, resource thresholds, and service availability
- Real-time client and end-customer communication
- Live phone support

### Care: Monitoring & Maintenance

- Everything in **Watch**
- + Remote restart of services by NOC
  - Full incident and problem resolution by NOC
  - Patch deployment by NOC
  - Discounted project services
  - Monthly server and device health reporting
  - Monthly network device firmware updates
  - Patch testing, blacklisting and whitelisting

### Ignite: Complete Management

- Everything in **Watch**
- + Everything in **Care**
  - + Proactive or on-demand server restart
  - Global policy troubleshooting
  - MS Exchange health check & defragmentation
  - MS Service Pack installation
  - New user configuration
  - Service request ticket handling

