NOC SERVICES

COMPANY OVERVIEW

HEX64 InfoSolutions is a Managed services provider company based in India with 6 years of experience in advanced IT solutions worldwide.

The journey was started in early 2015 by providing IT support services to SMBs.

Since the most percentage of the IT services market is captured by IT giant and rest is the hardware seller.

Our vision is to fill-in the technology gap, for the SMBs to get the right IT services at affordable rates.

CHALLANGES TO MANAGE IT

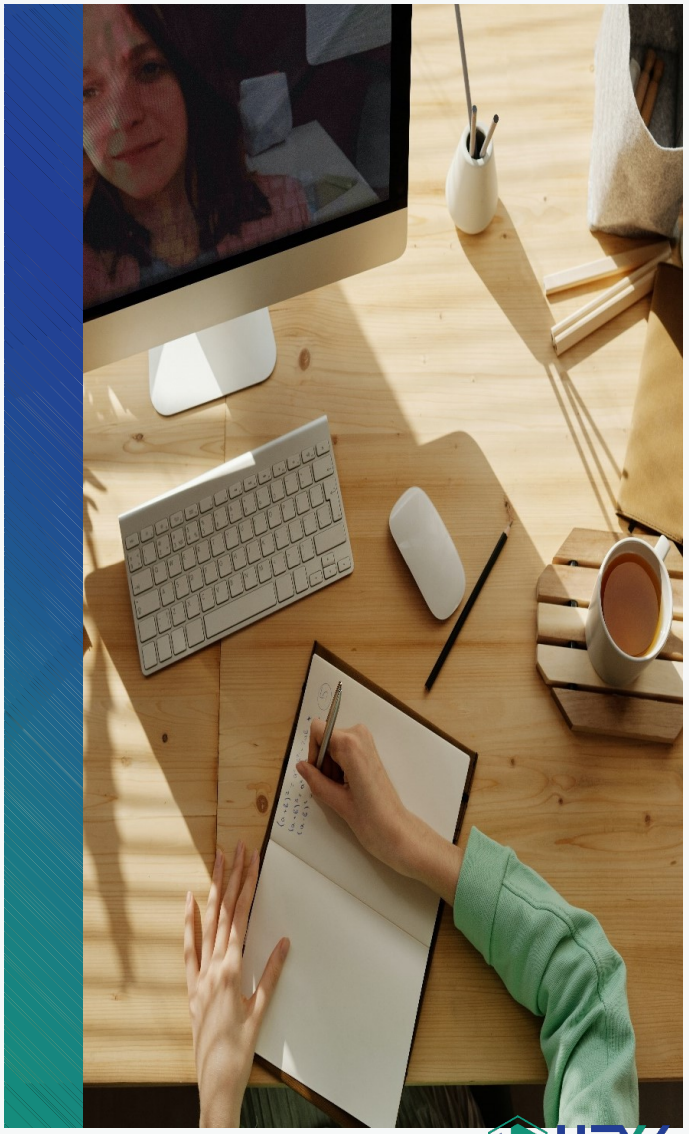
Reactive approach
Organizations take actions once incident has occurred and this approach impacts the productivity and business processes.

Resources availability
The availability of the resources can help the organization to align their business process according to the needs of the customers.

Lack of automation
Still some organizations manage their IT manually, resulting in a maximum chance of services or resources failure due to human error.

Lack of capable Infrastructure
Most organizations do not have the right infrastructure, tools, processes, and skilled personnel to manage their networks

Losing Focus
Most of the companies can't focus on their core business due to a hard time managing an in-house NOC as well as maintaining the continual growth of their business.



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PROBLEM HANDLING

Proactive approach

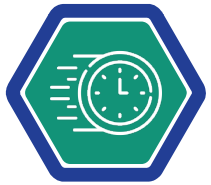
Our proactive NOC services ensure efficient IT operation by periodic health checks, real-time monitoring, and high availability of your resources.

Advanced PSA tools

We use advanced Professional services automation tools for remote monitoring & management of IT Infrastructure to deliver the best in class NOC services.

Skilled engineers

We have a team of skilled & certified engineers working on various technologies.



Round the clock services

Our NOC team works proactively 24/7 to ensure smooth IT operations and lessen your maximum effort in managing the IT infrastructure to focus on your business goals.

Automation

We automate the NOC services to avoid the human error and shift the much of the repetitive day-to-day IT tasks to machine.

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OUR SOLUTION

As every infrastructure is unique so we have an array of MSP versions of NOC tools, hosted on the AWS cloud. And we can just install a collector and start monitoring your critical devices, services.

- Logic Monitor
- PRTG monitor
- ManageEngine OpManager
- Atera

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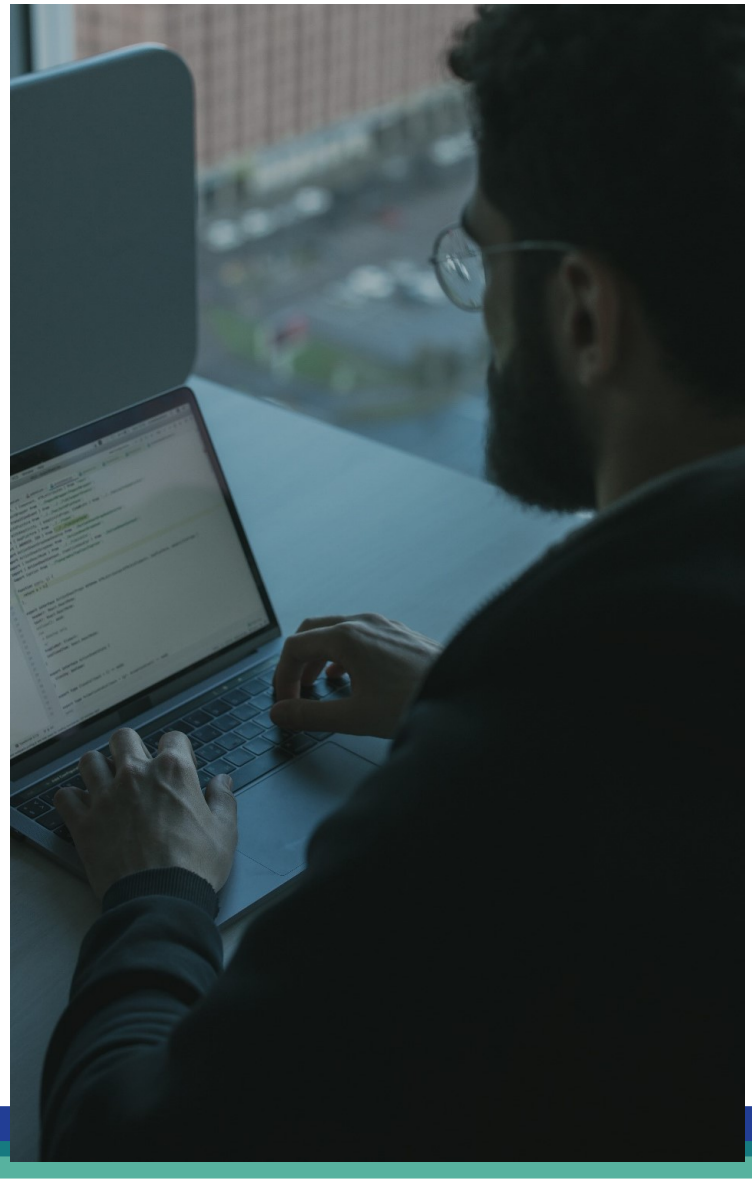

OUR SOLUTION

Features and Capabilities

- Automated network device discovery
- Network performance monitoring
- Baseline threshold calculation
- Alerts
- Instant notification via email & SMS
- Network capacity planning
- Packet capture analysis
- Network mapping
- Customizable reports
- Wireless infrastructure monitoring
- Hardware health monitoring
- Multi-vendor network monitoring

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OUR NOC CENTER

We have a NOC center based in Noida and our monitoring servers are in different AWS regions to monitor the devices effectively.

We have a multi-level group of engineers working on various technologies to monitor and manage the infrastructure in a cost-effective way.

Our certified engineers proactively monitor and manage your on-premise and cloud infrastructure 24/7/365.

- ✓ Server Monitoring
- ✓ Network Monitoring
- ✓ Application Monitoring
- ✓ Website Monitoring
- ✓ Virtualization Monitoring
- ✓ Cloud resources

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SLA REPORT

Reports
Got some feedback?
New
30m 31s 38%
AVERAGE 1ST RESPONSE TIME
14h 9m 23%
AVERAGE RESPONSE TIME
27h 18m 29%
AVERAGE RESOLUTION TIME
27m 47s 180%
AVERAGE 1ST ASSIGN TIME
83% 3%
FIRST CONTACT RESOLUTION
98% 1%
FIRST RESPONSE SLA
90% 2%
RESOLUTION SLA
Chat
View mo
Resolution SLA % by type
Question
Feature requests
International orders
Incident
View mo
Resolution SLA % by
BU
Rest of Europe
Middle East
Resolution SLA % by source
Chat : 94%
Export as CSV
Chat with Colin Dolan on bulk orders #1696731
Agent: Randy, Status: Resolved, Priority: Medium
From: Colin
Chat with Janne on Mon, 9th Oct 2017 #1696736
Agent: Dennis, Status: Resolved, Priority: Low
From: Janne
Chat with Jim on Account activation #1696705
Agent: Sam, Status: Resolved, Priority: Low
From: Jim
Chat with Walt on Credit card payments #1696694
Agent: Ashley, Status: Resolved, Priority: Low
From: Walt
Chat with Van on his items missing in the cart #1696718
Agent: Sam, Status: Closed, Priority: Low
From: Van
Chat with Kristin on Mon, 9th Oct 2017; deleting his credit card #1696602
Agent: Dan, Status: Resolved, Priority: Low
From: Kristin

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Service Pricing Model

Based on our approaches, we have three support packages that depends on the criticality of the incident and required level of engineering for the troubleshooting

CARE BASIC

- ✓ Includes server & Network devices
- ✓ Include Cloud based server
- ✓ 24 * 7 monitoring
- ✓ Automated email alerts & workflows
- ✓ Optional break-fixes

Pricing:

- ✓ Monthly: 65.99 $ / Device
- ✓ Annually: 699 $ / Device

CARE PLUS

- ✓ Includes all in Monitoring plan
- ✓ Tier 2 Support
- ✓ Break - Fixes
- ✓ Issue RCA Reporting
- ✓ Quick Incidents Response
- ✓ Monitoring Network Performance
- ✓ Agreed SLA
- ✓ ETR < 1 hours

Pricing:

- ✓ Monthly: 84.95 $ / Device
- ✓ Annually: 899 $ / Device

CARE PRO

- ✓ Includes all in Monitoring plan
- ✓ 24 * 7 monitoring & maintenance
- ✓ Proactive fixes
- ✓ Tier 3 Support
- ✓ Change Management
- ✓ Incident Tracking
- ✓ Ticket Management
- ✓ Root Cause Analysis
- ✓ OS & AV Patching
- ✓ Security Updates
- ✓ Network & Server health checks
- ✓ Regular Performance testing
- ✓ Monthly Incident Severity reports
- ✓ Monthly Downtime Trackers & Analysis Report
- ✓ Estimated Response time < 30 minutes

Pricing:

- ✓ Monthly: 1.4.95 $ / Device
- ✓ Annually: 1099 $ / Device

SHORT CASE STUDY

NOC MONITORING & MANAGEMENT

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Client's Goal -

The client was constantly looking for 24*7 NOC services to monitor the resource like firewall, servers, critical services & applications after-hours. So that they can ensure round the clock service converge with high uptime of the resources

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Challenges-

- Monitoring resources after-hours to cover 24*7 service coverage.
- Providing proactive L1& L2 support in case of any issue encounters.
- Ensuring seamless and secure network connectivity with devices.
- Slow network performance issue.
- To maintain and improve system uptime and security, and regularly revise (modernize, optimize) the internal services.
- Hard to maintain & manage the large workforce with increasing day-to-day issues.

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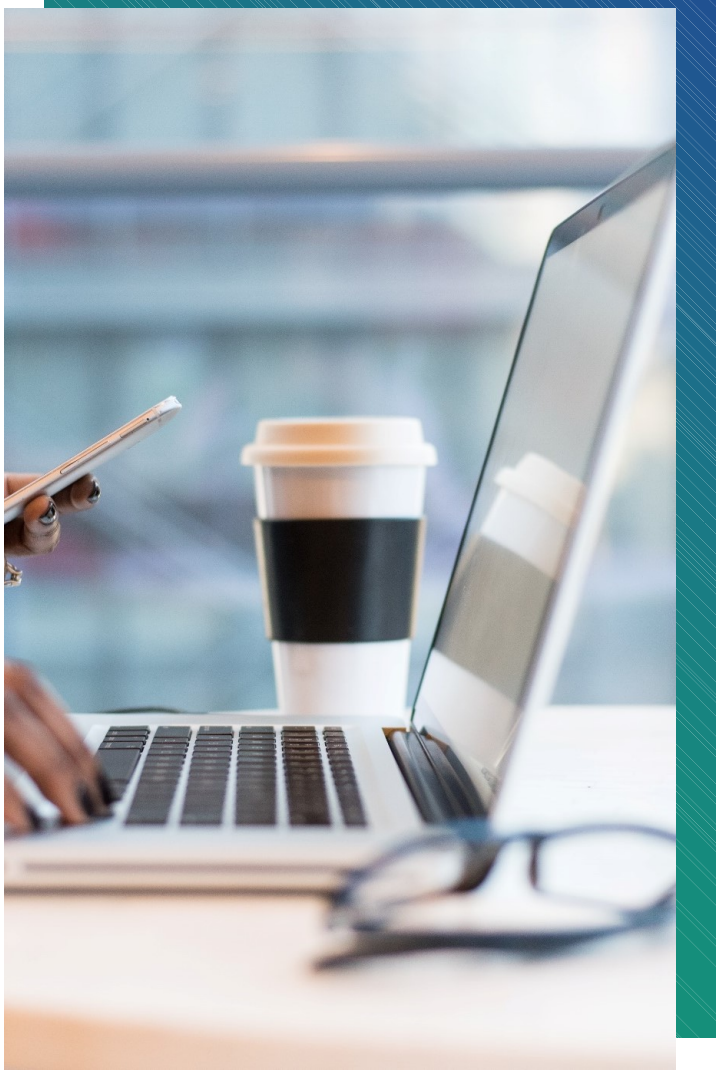
Project Execution

We offered 24*7 NOC services and provided proactive support in identifying network incidents before a problem erupts. We used automated tools to speed up problem identification and resolution tasks and provide better insight into your network system to identify potential problems and then prevent them from occurring.



Client's IT Services Managed By HEX64' NOC Team

1. Performs 24*7 network monitoring
2. Detects issues and perform instant break fix
3. Performs proactive maintenance
4. Improved availability of network and other resources to ensure High uptime
5. Real-time network status and performance with efficient preventative maintenance schedules
6. Faster, low-cost service provisioning with efficient tools for management.
7. Track and assess basic incidents and assigning resolutions
8. Root cause analysis and reporting (Monthly/Annual)

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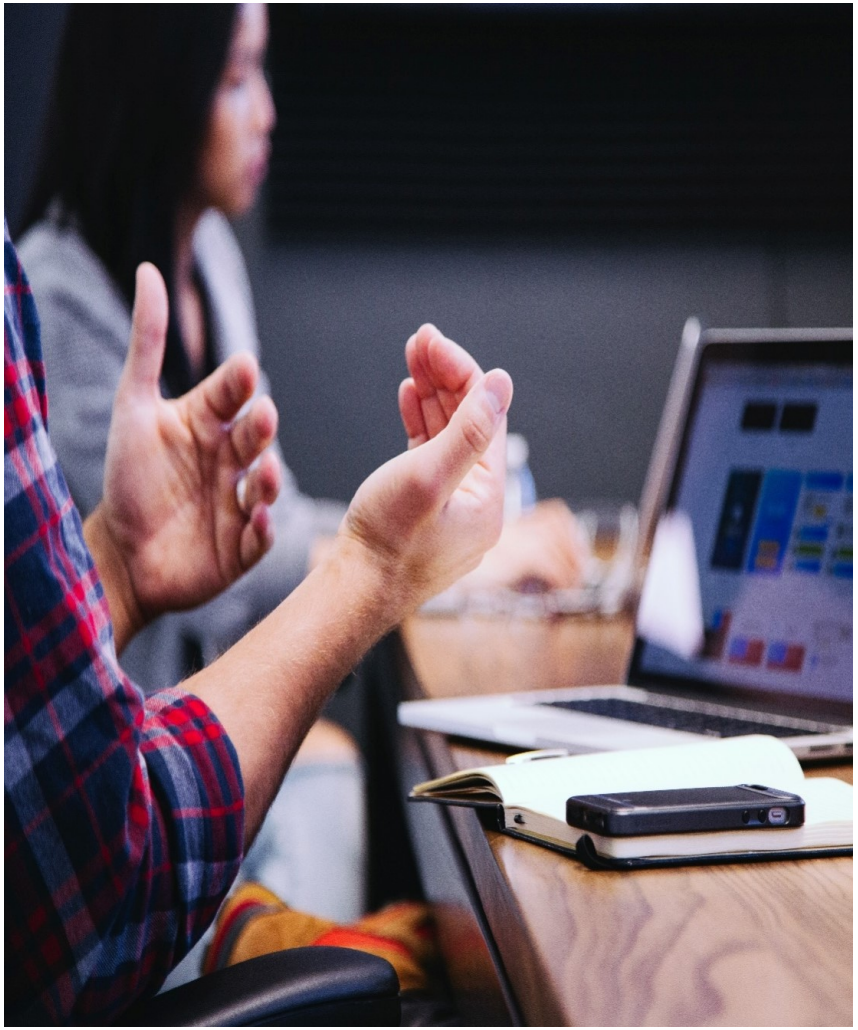
Key Results- (Project success)

Our NOC Services became a central component of the client's operations strategy for complete network management with following key results:

- Provided highly skilled technician to help client to increase the coverage hours for support desk and monitoring the network resources and enhance customer satisfaction.
- **96%** improvement in response rate for network outages at remote locations
- **54%** reduction (on average) in restoration time for network outages
- Automated network event ticketing solution which ensured that NOC technicians were aware of network alarms quickly without the need for manual ticket creation.
- Maintained **97%** network uptime to ensure machine-to-machine connections with on-site and remote locations.
- Nearly **35%** reduction in IT operations costs.



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THANK YOU!