

NOC-as-a-Service

NOC is an acronym for the network operations center. In the industry of managed services, it is the monitoring and remediation of various network aspects for businesses. This is where administrators perform the supervision, monitoring, and maintaining of a telecommunications network.

Service Overview

NOC Scope Coverage

- ✓ Network Availability Monitoring
- ✓ Bandwidth Management
- ✓ Device Lifecycle Management
- ✓ Preventive Maintenance
- ✓ Business Continuity Drill
- ✓ Capacity Planning
- ✓ Unlimited Phone and Email Support
- ✓ Monthly Managed Security & Monitoring Services Report

NOC-as-a-service Includes

- ✓ Onboarding installation and configuration
- ✓ Logs and event fine-tuning
- ✓ 1 year log retention (customizable)

Service Offerings



Network Monitoring

Monitor network solution (Access Points, Switches, Routers, Firewalls, UPS, etc...)



Bandwidth Management

Monitor network's LAN and WAN bandwidth usage



Device Lifecycle Management

Monitor network's LAN and WAN bandwidth usage



Capacity Planning

Detailed analysis on network's capacity and expansion



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Detailed analysis on network's capacity and expansion



Learn More at:
<https://www.ditaselia.my/noc-as-a-service/>



Contact Us:
+60 16-330 8032

Offering Mode

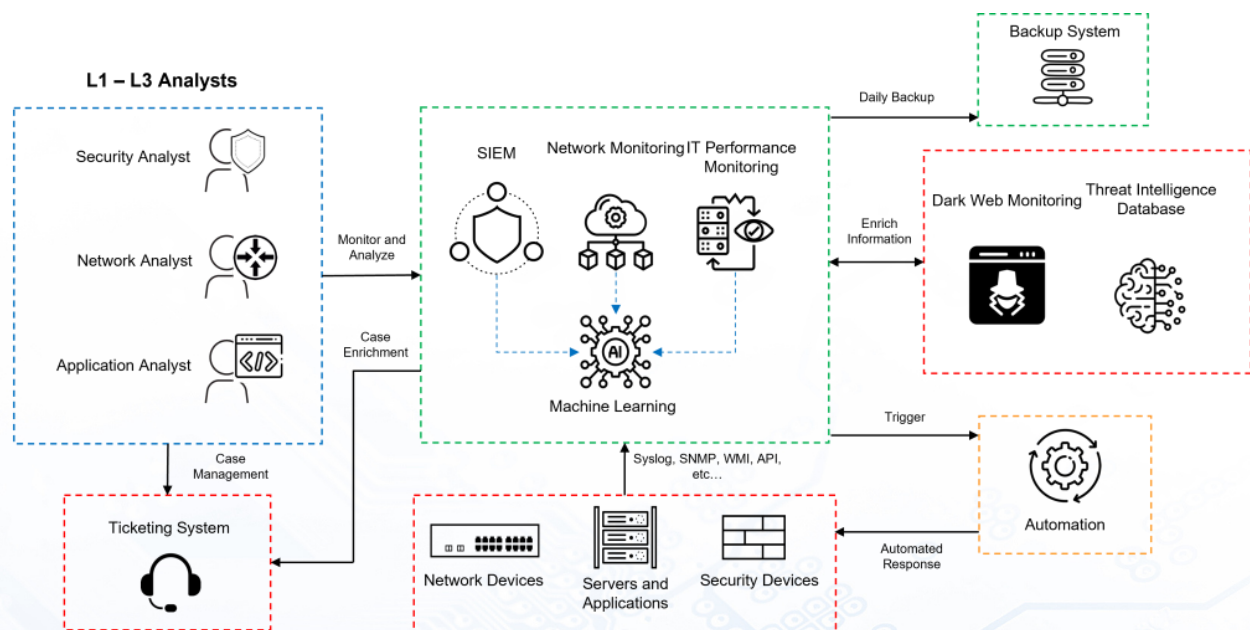


**NOC-as-a-Service
hosted by provider**



**NOC on-premise hosted in
customer's environment**

NOC-as-a-service Architecture And Design



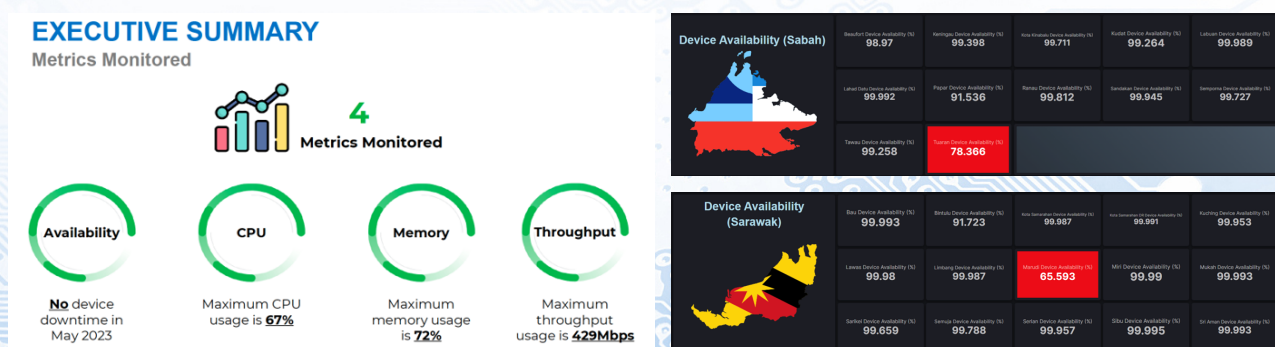
PROPOSED SERVICE LEVEL AGREEMENT (SLA)

Severity Level	Definition	Response Time	Response Method
1 (High)	<ul style="list-style-type: none"> Entire company's operations have been severely disrupted due to network outage caused by managed devices. 	Within 30 minutes	Phone and Email
2 (Medium)	<ul style="list-style-type: none"> Entire business unit / department operations have been severely disrupted due to network outage caused by managed devices. 	Within 60 minutes	Email
3 (Low)	<ul style="list-style-type: none"> Any enquiries in-regards to services provided to customer environment. Other cases that does not fit into Level 1 or 2 definition. Configuration change requests on managed devices. 	Within 48 hours	Email

NOC-as-a-service Reporting

Frequency	Report
Monthly	Monthly NOC & Service Monitoring Report Monthly summary of previous month's availability statistics, top port usage, bandwidth usage, number of devices monitored, list of tickets (open, pending, closed), SLA trackers, incident responses, historical trend analysis, and escalations.

Sample NOC Monthly Reporting



Malaysia Government Agency

Managed Network and Security Services



Problem

- Network documented and configuration is not standardized
- No information on cabling health status
- No configuration management backup



Solution

- We offered our managed services to help document entire network design and standardized its configuration
- Build custom data ingestion and automation program to gather latest configuration and cabling health status on daily basis



Result

- Reduced network downtime occurrence and save cost on cable health check

Large Conglomerate

Managed Network Services



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Intergrated AI With Network Monitoring

Dita Selia Sdn Bhd

All Requests

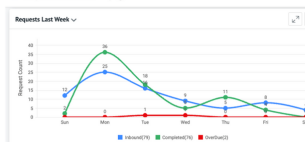
Alerts are integrated into helpdesk ticketing system

	Requester Name	Technician	Group	Status
7660	Average - status.zoom.us Problem: Service not reachable ID: 1421865		Customer Support	Issue Resolved
7659	Disaster - TRL-SR-NVR03-Office Problem: Device Offline ID: 1421283		Customer Support	Issue Resolved
7658	Critical - Production Elastic Disk Usage Exceeded Threshold			Issue Resolved

All of these is aimed to provide **better** customer service

Simply Data Sdn Bhd

Helpdesk Dashboard



SLA Violation by Technician

No Data

SLAs and KPIs are tracked to ensure good customer service

Troubleshooting is integrated to generative AI

admin_assists
20230523-160725-ICSMARUDIFW-ttl-expired---The output indicates that the ping test failed due to "Time to live exceeded" error. The next action plan would be to check the routing on the network and ensure that the TTL value is within range. If the issue persists, escalate to L3 support for further investigation and resolution.

16:07

May 24

admin_assists
20230524-075139-SBH-TUARAN-NERA-ASW01-ttl-expired---Based on the output, it appears that there is an issue with connectivity to the IP address [10.205.33.2](#). The recommended action plan would be to perform additional testing to identify the root cause of the connectivity issue, such as traceroutes or pings to other devices in the network. If the issue persists, the ticket should be escalated to L3 support.

07:51



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Customized Data Ingestion with Automation

Network Monitoring

