



A *Network Operations Center (NOC)* should be designed to serve the specific needs of your organization, and this can include any or all of the following:

- Monitoring the computer systems and core applications that provide essential services to the business (hardware, software, databases, web services, etc)
- Monitoring the network backbone, including the microwave backhaul infrastructure
- Monitoring the end-point devices in your network, whether serial or IP-based
- Monitoring the Access Point or Master Radio devices in your wireless network
- Regular reporting on system & network performance and issue resolution
- Providing backup & restoration of critical equipment configurations
- Remotely aiding technical staff members with troubleshooting and training

Twin Eagle Twin Eagle Network Operations Center Network Operations Center



A network exists in order to provide specific services for your business, and effectively managing that network means understanding these services as well as the specific design of the network. There is no “one size fits all” approach to system and network management! *Twin Eagle* designs network management solutions with these realities in mind.

It is an obvious fact that a disruption in your network operations may lead to poor customer service, delays and lost user productivity, decreased customer satisfaction, higher costs, and less profit. One of the key success factors that will drive effective network management is to understand the business impact of poorly performing systems.

Designing an Effective Network Operations Center Leads to:

- ❖ Significant reductions in downtime
- ❖ Immediate management of incidents whenever they occur
- ❖ Increased productivity and job satisfaction for network & support staff
- ❖ Increased customer satisfaction for users of the system



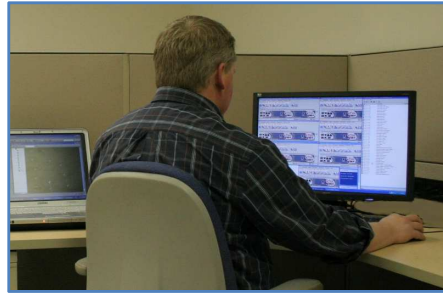
Twin Eagle Consulting is a telecommunications consulting company formed in July of 2000. Our 30-plus years of experience in this field allow us to "Bridge the gap between IT and telecommunications."

We provide you with end-to-end telecommunications solutions that are reliable, scalable, and that bring you the most business value for your investment. We partner with you to guarantee your satisfaction.

Twin Eagle also has solid experience implementing industrial wireless data radios for bandwidth-intensive fixed and mobile applications. These applications include Public Safety, Traffic Control, Security, and SCADA. Such systems are mission-critical for municipalities, departments of transportation, public utilities, oil and gas companies, and many other organizations. We have consistently provided solutions that exceed the requirements of our customers.

At Twin Eagle, our goal is to bridge the gap by providing a broad knowledge of all types of telecommunications. Through our extensive experience in the operations, engineering, and maintenance of wide area networks (WAN), local area networks (LAN), microwave networks, wireless RF networks, and voice systems (PBX), we are able to provide the very best in consulting services to meet your business needs.

Proactive Network Management



The goal for having proactive monitoring tools is to minimize downtime and *Mean Time to Repair* (MTTR). It is also important for system operators to discover and accurately diagnose problems in real time, and to quickly collect the data they need for efficient resolution of incidents. Ultimately, it is best to detect, report, and correct problems *before* they result in service interruptions for the business.

The more business-critical your system is, then the stronger is the case for adopting proactive network monitoring methods.

Management requires tools which provide an understanding of how system issues are affecting the users and the business as a whole, and most business critical systems have a *direct* impact on the financial bottom line of the company.

The Essential Elements

The most effective organizations are those that leverage monitoring tools combined with "bullet proof" operational processes and well-trained staff. This moves the organization in the direction of becoming more and more proactive in the support of the services they deliver.

Once these **PEOPLE, PROCESSES,** and **TECHNOLOGIES** are in place, then the organization becomes an efficient link in the chain supporting the entire business.

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