



# NETWORK OPERATIONS AS A SERVICE

MANAGED IT



## Get fully managed network operations, 24/7

Let Acronym take care of your day-to-day network operations, so you can focus on what you do best. Not only will you save on infrastructure and labour costs; you'll also rest easy knowing our experts are monitoring and managing your network, around the clock.

### CONTINUOUS, UNINTERRUPTED SERVICE DELIVERY

If you're in telecommunications, financial services, transportation, government, energy or the healthcare sector, you need to provide "always-on" services. That's exactly why we're here.

For decades, we've provided Hydro One with custom-built, utility-grade telecommunications infrastructure, monitoring and management for its mission-critical data communications. And we're extending these services to you.

With our fully secured Network Operations Centres (NOCs) – staffed 24/7 by experts trained in event, incident, change and problem management – we deliver unparalleled monitoring, management, repair and reporting of high-performance communications networks.

Your network is in expert hands.

### OUR NETWORK OPERATIONS AS A SERVICE (NOS) OFFERING INCLUDES:

- NOC service desk staffed with highly trained networking professionals and technologists
- Highly secured, redundant Network Operations Centres providing infrastructure support
- Customizable Mean Time to Repair objectives
- Information Technology Infrastructure Library (ITIL)-based processes
- Monitoring, management and reporting of communication services and infrastructure
- Support for a broad range of hardware platforms

## CHOOSE FROM THREE LEVELS OF MANAGED SERVICES TO MEET YOUR ORGANIZATIONAL NEEDS:

 <b>BRONZE</b>	 <b>SILVER</b> <i>Includes everything in the Bronze tier, plus Incident Management</i>	 <b>GOLD</b> <i>Includes everything in the Silver tier, plus Change Management AND Problem Management</i>	
EVENT MANAGEMENT	INCIDENT MANAGEMENT	CHANGE MANAGEMENT	PROBLEM MANAGEMENT
<p>Acronym leverages industry-leading Operational Support Systems (OSS) to provide 24/7 monitoring of your communications network. This ensures we'll quickly detect any change of state to a component of your network.</p>	<p>Should an incident occur where service is disrupted or fails to deliver promised performance (outside of a planned or approved change), Acronym's NOCs manage the entire incident from point of detection through to resolution.</p>	<p>When a planned event that affects the network and/or technology occurs, Acronym helps to identify, document and manage the change in accordance with the Service Level Agreements (SLAs) and industry best practices.</p>	<p>When problems, chronic events or performance issues arise, Acronym investigates, isolates and mitigates, using advanced-level network analysis and management to provide performance and security.</p>
<p>SERVICES INCLUDE:</p> <ul style="list-style-type: none"> <li>• Advanced network and alarm monitoring and OSS</li> <li>• 24/7 geo-redundant NOCs with expert-level staffing and call centre support</li> <li>• Customized process interaction and incident notification</li> </ul>	<p>SERVICES INCLUDE EVERYTHING IN THE BRONZE PACKAGE, <b>PLUS:</b></p> <ul style="list-style-type: none"> <li>• Incident detection, prioritization and documentation</li> <li>• Communication with key stakeholders and regular updates</li> <li>• Remote troubleshooting and fault isolation</li> <li>• Dispatch of field staff</li> <li>• Coordination of site access</li> <li>• Coordination of vendors and service providers per SLA</li> <li>• Escalation management</li> <li>• Service restoration</li> </ul>	<p>SERVICES INCLUDE EVERYTHING IN THE SILVER PACKAGE, <b>PLUS:</b></p> <ul style="list-style-type: none"> <li>• Managing vendor and internal scheduled changes</li> <li>• Handling change tickets</li> <li>• Service impact analyses</li> <li>• Outage notification based on SLAs</li> <li>• Participation in customer change advisory boards</li> <li>• Creation and scheduling of changes to implement corrective actions</li> <li>• Approval of scheduled changes</li> <li>• Change reporting</li> </ul>	<p>SERVICES INCLUDE EVERYTHING IN THE SILVER PACKAGE, <b>PLUS:</b></p> <ul style="list-style-type: none"> <li>• Problem isolation and "work-around" development to mitigate effects</li> <li>• Investigation and resolution of detected issues</li> <li>• Identification of recommended software and/or hardware upgrades</li> <li>• Documentation of implementation plans</li> <li>• Root cause and trend analyses</li> </ul>

### DID YOU KNOW?

As part of a fully integrated, end-to-end solution, Acronym also offers 24/7 network installation, repair and maintenance through Field Operations as a Service.

To learn more about Network Operations as a Service, contact us at: [Sales@AcronymSolutions.com](mailto:Sales@AcronymSolutions.com)

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