Network Operations Center

Cisco Powered

MANAGED NETWORK OPERATION CENTER

Saga's Managed Network Operation Center (mNOC) is a cloud solution for monitoring customers' networks with immediate response to alarms and problems that can appear in it.

SAGA
new frontier group

mNOC Benefits for the Customers

Service - Fault Management

By using mNOC fault management service, you are provided with the high availability of your IT infrastructure and faster troubleshooting when a problem occurs. This service provides a detailed insight into the operating state of your IT infrastructure, so it is less prone to errors. From the financial point of view, risks and costs of degraded or interrupted functioning of the IT infrastructure are reduced;

Specially trained mNOC engineers supervise your network 24 hours, 7 days a week, 365 days a year. Thanks to the use of different professional tools, fault management is performed in real time. Using special diagnostic procedures, problems are identified and necessary measures are initiated to resolve them;

After recognizing the mistakes, we make coordinated remote isolation of fault and we can also coordinate communication with the manufacturer of the equipment where the fault appeared;

All incidents are logged in the event management system that is part of a secure Internet portal from which you will receive weekly and monthly reports. Thanks to the trend analysis reports, you will have an insight into the periodic development of your IT infrastructure;

Proactive monitoring ensures prevention of the greatest number of potential errors in the IT infrastructure, before they appear. Thanks to specialized tools for the diagnostics and management, mNOC engineers can quickly and accurately determine the exact source of the problem. Detection and observation of faults in the IT infrastructure at an early stage ensures its timely remediation;

NOTE:
A prerequisite for "performance management" service is the use of "fault management" service.

Service – Performance Management

mNOC Performance Management Service increases the productivity of the internal IT department and lowers capital and operational costs. It actively monitors the set forth parameters that are responsible for the optimal operation of the infrastructure.

Defining and monitoring limits of certain performances can detect potential problems in the IT infrastructure at an early stage before they start affecting users. Regular data analysis of collected data by mNOC engineers ensures timely identification of weaknesses in the system, an unusual deviation from normal operational functioning and bottlenecks in the system, as well as proper sizing of WAN connections;

The content of the reports provides valuable long-term statistics and proper projection of the future system load. This ensures optimal process of planning and budgeting.

Integrated Fault and Performance Management Service

The integration of Fault and Performance Management and root cause analysis gives us, in efficient way, the insight into the consolidated service status and service performances ranging from the availability of a particular device, to the performance of the system;

Automated root-cause analysis will indicate the system or device that is the source of the problem, as well as what in the system is affected by this issue. This is achieved by monitoring the individual system performances, as well as tracking errors of individual parts of the system;

Detailed online analysis of the functions from various aspects is presented in different types of charts;