

End-to-end Network Performance Management



Managing complex and changing networks can be a challenge. The network operations services from Datasat Communications allow our customers to benefit from optimum network performance, increased network availability and significant cost-efficiencies – while freeing internal resource.

Datasat Communications is one of the few independent communications solutions providers to have its own Network Operations Centre (NOC). Based in the UK, the NOC includes exclusively developed Network Management and Monitoring Systems. These systems provide a full range of network performance and fault management services – backed by 24x7x365 support and proactive maintenance schedules.

The right person, first time

Where many NOCs are little more than call centres, Datasat Communications only employ highly experienced network engineers. More than this, at least one engineer within the NOC has personal experience of any specific customer network. The engineer knows the physical location of all the network elements and the challenges that this can create, and can often resolve issues before they arise.

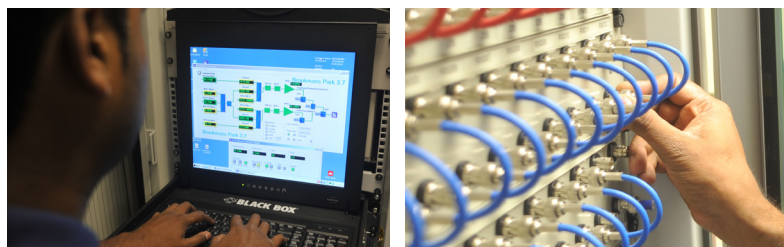
All network operations services are tailored to every client assignment. Whether total, round-the-clock network management or supplementary services to internal resource, the service exactly matches business and budgetary requirements. The reliability and Quality of Service is always guaranteed by stringent Service Level Agreements.

Key Features

- Privately owned NOC
- Network management and monitoring
- Fault detection and resolution
- Remote network configuration and updating
- WAN and LAN monitoring
- 24x7x365 technical phone support
- On site technical support
- Scheduled and Preventative maintenance packages
- Back-up and redundant path switching
- Asset management
- Direct customer connection to NOC
- Tailored Service Level Agreements

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Key network operations services include:

Network Planning The design and development of multi-vendor, multi-technology networks for superior performance and capacity as well as planning network changes and upgrades.

Configuration Management The centralised control of the configuration of every element on global communications networks, enabling automated and scheduled system and software updates.

Performance Monitoring and Management The proactive management of all network elements including network traffic, remote IT and transmission equipment, alarm monitoring and analysis, and remote diagnostics. Clients have web-based access to the NOC to conduct their own monitoring.

Support and Maintenance In addition to 24x7 technical support, customised packages allow for the level of maintenance for the importance of the network service. Preventative maintenance is available where the service must be available.

Business Continuity A complete range of back-up and redundant switching options are available for business continuity. In this way, the failure of a single piece of equipment will not affect network performance and business services can be restored quickly after a major failure.

For more information on our network operations services, call on +44 (0)1707 665 320 or email us at sales@datasat.com