



## NOC Services

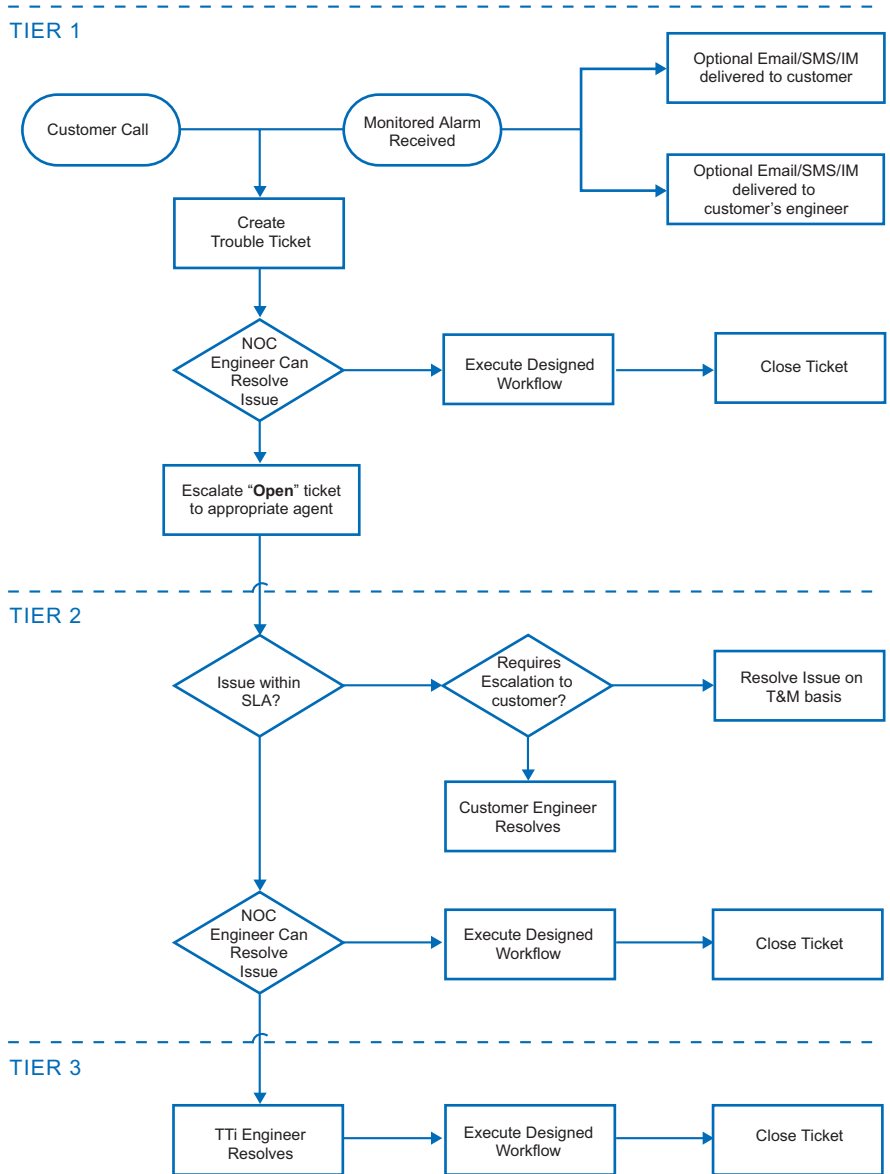
Transparent Technologies, Inc.'s NOC is located within our corporate headquarters in metro Atlanta. Customer trouble tickets and network monitoring/security alerts generated are passed to the NOC where they are actively monitored by our staff 24/7.

Skills-based routing through our Cisco Call Manager® system ensures that issues are directed to the appropriate NOC Engineer for prompt resolution and documentation.

Web-based customer portals give you live access to all interactions and issue resolution.

All alerts and calls are opened as tickets into our Centric CRM system. This trouble-ticketing system enables the status of the incident to be tracked against any SLA provision and ensures that it is resolved in accordance with the agreed service levels.

SLA's customized for each customer incorporate your business into our workflows. TTI can provide IP "hot phones" at customer sites to seamlessly integrate your facilities into our technical support network.





## NOC Services

At TTI, we offer support solutions customized to meet the needs of you and your customers. The level and time of response will be agreed with you and defined in your Service Level Agreements (SLA). Customers simply choose their desired support and availability packages. TTI then works with you to customize an SLA that makes sense for your business needs.

**Monitoring** – Monitoring of your networks, systems and applications ensures that your network alerts are received, resolved and documented.

**Backchannel Support** – Dedicated TTI Backchannel Engineers manage your private network of deployed equipment at remote customer locations.

**Issue Resolution** – Calls to the NOC are routed to our engineers, resolved and documented.

### SUPPORT LEVELS

<b>Tier 1</b>	Tier 1 NOC resources Skills based call routing Trouble ticket receiving and logging Basic monthly reporting (call statistics)
<b>Tier 2</b>	In addition to Tier 1 features: Tier 2 NOC resources Proactive Network and Backchannel Monitoring Up to three (3) customized workflows designed for issue resolution Standard monthly reporting (detailed trouble ticket reporting)
<b>Tier 3</b>	In addition to Tier 2 features: Tier 3 NOC resources Customer Web Portal into ticketing system Unlimited customized workflows designed for issue resolution IP Telephony "hot-phone" provided onsite for customer engineer Enhanced monthly reporting (total workflow analysis)

### COVERAGE OPTIONS

<b>Silver</b>	Monday - Friday 8AM EST to 8PM EST
<b>Gold</b>	Monday - Sunday 8AM EST to 8PM EST
<b>Platinum</b>	24X7 including all Holidays