INOC

INOC — We Deliver Uptime

INOC is a global provider of 24x7 Network Operations Center (NOC) monitoring and reporting solutions. Our NOC delivers timely and critical information to improve the uptime, security and availability of Network and IT services and reduce the business impact of service downtime on our clients. INOC's NOC monitors and reports on infrastructure and services for national backbone networks, MAN, LAN, WAN, servers and applications for Carriers and Enterprises throughout North America and Europe.

Today, INOC monitors and manages more than 35,000 devices and services for a diverse customer base. Our clients and partners include: several of the top 10 Cable companies, large U.S. metropolitan and state transportation agencies, health care organizations, law firms, research universities, and mid-size financial companies, educational institutions, metro and regional optical, Ethernet, and wireless providers, bandwidth brokers, and utilities.

24x7 Visibility into Your Network = More Uptime

INOC's NOC solutions proactively detect and report on network and service availability and performance in real-time. INOC's NOC can quickly capture, classify and record service affecting events; and, provide the notification, escalation, and resolution to minimize service downtime

using its powerful monitoring and management software (iMonitor), 24x7 Service Desk, integrated support processes and technical expertise. Our comprehensive and customized reporting services give your Network and IT support teams immediate visibility into the nature of a problem and the ability to track network performance 24x7x365.

Our Core NOC Features:

- 24x7 NOC Service Desk
- 24x7 Monitoring
- Incident and Problem Management
- Web-based Reports
- Redundant NOC Facilities

Improved Network and IT Performance with Minimal Cost

Most Network and IT managers have resource challenges and struggle to balance the short-term customer requests with the long-term planning required to support corporate growth plans. INOC's NOC support is designed to supplement your Network and IT departments and

provide monitoring and reporting tools that improve daily decision making. As a result, you can avoid additional capital or operations expense associated with software or staffing for 24x7 monitoring. Most importantly, you can improve internal and external customer service levels, and more confidently and credibly advise top management on the future needs of the network.

Our Performance Metric is Complete Customer Satisfaction

INOC's NOC engineers, support processes and procedures, technology and tools have a simple goal: great customer experience and complete customer satisfaction. Choose a business partner with the depth of experience, breadth of services, flexibility and service commitment to monitor one of your corporation's most critical business assets — the performance, security and availability of your network.

For more information on how INOC can help your company improve Network and IT availability and performance, send an email to **info@inoc.com** or call **1-877-NOC-24X7 (1-877-662-2497)**. You can also find additional information on our website at **www.inoc.com**.