

NETWORK OPERATIONS CENTER (NOC)

Zones' Network Operations Center (NOC) offers seamless network management and real-time monitoring, ensuring optimal network performance, minimizing downtime, and enhancing business continuity.

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Business Challenges

- **Complexity** – Managing a complex network infrastructure with diverse systems leads to operational challenges, making coordination and issue resolution difficult.
- **Performance** – Ensuring high performance across services is tough due to demands for availability and low latency.
- **Visibility** – achieving full visibility into network operations in large environments is challenging due to dispersed data.

Zones Offering

- **Monitoring** – Monitoring of network infrastructure, dashboarding and analytics, and patch management.
- **Technical Support** – L1-Support, L2-Support, L3-Support, IMAC and Hands & Feet.
- **Continuous Network Optimization** – Performance enhancement is achieved by regularly assessing the network, identifying areas for improvement, and creating auto-resolution scripts.

Business Benefits

- End-to-end event coordination.
- Single vendor ownership.
- Enhanced and standardized experience.
- Improved network visibility.
- Optimized engagement management – communications and reviews.

- Smooth synergies with existing set-up.
- Enhanced operations visibility.
- Improved performance metrics.
- Reduced business risk.

Why Zones:

- **Preserve your Network Resources** – Customers can focus on other key strategic projects.
- **Benefit from Zones End to End Solution** – Which includes assessment, design, installation, operation, maintenance, and monitoring.
- **Gain visibility** – via Zones Managed Services Operations Platform.
- **360 Degree Partnerships** – The right collaboration and certified resources.
- **Leverage Zones certified, experienced resources** – Rich pool of OEM-certified, skilled resources.
- **Future Proof Investment** – ensure that networks are designed to meet future demands.

Key Highlight

- 24/7 L1 NOC monitoring services.
- Alert categorization, basic diagnostics, triage, and escalation.
- 16*5 L2 remote network remediation support.
- On-site smart hands for hardware replacement and console screen share to RR L3 engineering team.

Case Studies:

- Zones helped a healthcare company deliver an **enterprise-level network design** to address reliability and connectivity concerns. The company experienced improved network performance and reduced network downtime, increasing employee productivity and patient satisfaction.
- Zones implemented a **software-defined WAN (SD-WAN) network** for a global tire and automobile services company to decrease the impact of network outages. The network can use a combination of available transport technologies to restore connectivity in case the connection fails. The ability to restore connectivity with an SD-WAN network enabled the company to improve inventory management and, more importantly, increase customer satisfaction.
- A luxury cosmetics retailer with 200+ U.S. locations struggled with poor Wi-Fi, affecting customer experiences and point-of-sale systems. Zones' **Managed Wi-Fi Services** improved connectivity and provided location analytics, leading to enhanced merchandising strategies and better customer satisfaction.