



## NOC AS A SERVICE

**AT FIRSTLIGHT - WE HAVE BUILT A WORLD CLASS NETWORK OPERATIONS CENTER, AND WE WANT TO SHARE IT WITH YOU.**

FirstLight has a rich history of providing top-notch service to our customers.

Based on customer demand, in 2014 we launched a new product, NOC as a Service. Generally, NOC as a Service, is a contract between FirstLight and our client to leverage the capabilities of our Network Operations Center and Customer Service teams on a subscription basis.

# NOC AS A SERVICE

## What have we learned?

- We evolved from a model “Dispatch” to a “NOC” model, and we learned from that experience. We understand now, more than ever, that monitoring, diagnosing, and remediating from an office based work group is the best way to support customers
- We have perfected the extremely important “On-Boarding” process. We have dedicated Service Level Supervisors who are on-staff customer advocates, who take great care in the detailed work of on-boarding new customers. Our Service Level Supervisors provide value added service such as:
  - Manages a strict process, not people
  - Manages our contractual obligations to our customers
  - Advocates for customers to drive completion of open projects and tickets
  - On-Boards new customers
  - Attends Business Reviews with Project Managers, Account Manager, and Engineering
  - Provides monthly analytics to our customer
- As a facilities-based service provider and Cisco premier partner, we have the ability to support practically all technologies. We have a complex product portfolio, we can handle many service scenarios
- Our Customer Service team can provide services similar to what we provide directly to our own customers. Customer Service can do lead generation, demand management, selling, fulfillment, billing, renewals, and other common duties as part of the NOC as a Service program

## A progressive NOC

- We strike a great balance between process and critical thinking (we don't have robots working off of scripts). We find this approach improves job satisfaction, which carries over into the work with our customers
- We are able to keep as much work contained in the NOC as possible. Typically 90% of repair work is completed remotely by our NOC
- We are heavily invested in an advanced monitoring solutions

- We manage to key performance indicators with very high standards. We agree with our customers what the standards will be, then maintain those standards throughout the relationship
- Field rotations are important to well-rounded NOC technicians. Not just ride along (those are good too); actual assigned implementation work as a helper or a lead
- We provide an achievable career path to all of our technicians. Every person in our NOC has an education plan, with training and certification milestones

## Monitoring

The success of your business depends heavily on the operation of your network. To ensure stability and functionality, it is critical to monitor your network continuously. Our Network Monitoring Services enable organizations of all sizes to monitor, measure and analyze their mission critical data networks, network-based services and business applications.

FirstLight's Network Monitoring from SolarWinds® is the simple solution for companies to quickly increase IT productivity, efficiently manage distributed systems, reduce downtime and generate value from the network. This enterprise-monitoring and management software application runs within a web-based portal environment, allowing administrators to view comprehensive data.

## Execution

- The FirstLight NOC can act as your first level support, handling calls as part of your organization. Common technologies supported within the first level support team include; Local Area Networks, Wide Area Networks (point to point and MPLS), Metropolitan Area Networks (including campus environments), Wireless, Telephony, Internet, and other communication platforms
- The FirstLight NOC is a 24x7x365 work group. Our strong heritage has infused a culture of being available for customers no matter what
- The FirstLight NOC can help with outbound campaigns, assisting customers with acquisition and retention, as well as inbound campaigns to handle either repair or Customer Service