Remote Network Operations Center

Overview
Insight’s Remote Network Operations Center (RNOC) provides 24x7 proactive monitoring and management of client network infrastructure including routers, switches, wireless, servers, IP telephony, contact center systems (including enterprise and express versions), video conferencing and security devices. Experienced and certified engineers offer expert troubleshooting along with network project support and day-to-day administration. Along with security and network performance analysis, operational reporting provides clients the critical information needed to run their business.

Benefits
By partnering with Insight, we become an extension of your team, allowing you the freedom to focus on your core business. We offer a broad array of flexible solutions to help you operate better and work smarter.

InsightManaged™ benefits include:
- **Increase internal IT efficiency**
  - Reduced downtime – proactive vs. reactive
  - Ability to focus on core business
  - Eliminates “fire-fighting” so IT can focus on key initiatives
  - Achieve higher levels of support and availability
  - Increased visibility (reporting, analysis, portal)
- **Cost reduction**
  - Lower operating cost
  - Predictable cost over 3 - 5 years
- **Reduces the complexity of delivering IT services**
  - Manage the function, not the task
  - Insight’s RNOC never gets sick or goes on vacation
  - Simplified compliance administration
  - Enhanced network security
- **Improve your IT capability and flexibility**
  - Immediate access to subject matter experts
  - Two assigned engineers per technology knowledgeable about your network
  - Assigned service delivery manager ensures the highest level of customer satisfaction
  - Rapidly adopt advanced technology
  - Faster time to implement projects core to the business
- **Availability monitoring**
- **Fault management**
- **Performance monitoring and reporting**
- **Guaranteed SLAs**
- **Online device reporting**
- **Asset management**
- **Activity reporting**
- **Service delivery reviews**
- **Network documentation**
- **Device configuration archives**
* Excluding InsightManaged Watch services

**Services and Offerings**
Insight provides a comprehensive suite of services across a broad set of diverse technologies from Cisco/Tandberg, HP, Juniper, Microsoft, VMware, Aruba, IBM, Dell, RSA, Q1 Labs and more. Each InsightManaged solution includes the following services:

**Methodology**
- **People**
  - Highest level of technical certifications
  - Expertise by technology
  - Attract top talent – core business focus
  - Dedicated support team
- **Operations**
  - SOC 1 Type II (formerly SAS70 Type II) compliant, PCI certified
  - ITIL framework
  - Annual audits (Cisco Masters, PCI/ SOX compliancy, etc.)
  - Dedicated process improvement team
  - Shared configuration access to client devices
- **Tools**
  - Multi-million investment in technology
  - Automated tool integration
  - Partner with vendors to solve issues quickly
- **Business Administration**
  - Industry best tools based reports
  - Proactive and trending analysis
  - Customer satisfaction
  - Monthly review and recommendations
  - Ad hoc reporting capabilities
In addition, each InsightManaged solution offers specific services for individual technologies including:

<table>
<thead>
<tr>
<th>InsightManaged Data</th>
<th>InsightManaged Voice</th>
<th>InsightManaged Video</th>
<th>InsightManaged Security</th>
<th>InsightManaged Server</th>
<th>InsightManaged Watch</th>
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</thead>
<tbody>
<tr>
<td>Supported technologies: Routers, switches, wireless, WAN optimization, optical</td>
<td>Supported technologies: IP telephony, voicemail, enterprise contact center</td>
<td>Supported technologies: Video conferencing endpoints, infrastructure and TelePresence</td>
<td>Supported technologies: Firewalls, IPS/IDP, NAC, SIEM</td>
<td>Supported technologies: HP, IBM, Dell and Cisco UCS Servers, Windows, VMware</td>
<td>Supported technologies: IP-enabled devices, Windows/Linux/Unix, applications</td>
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<td>Carrier/circuit management</td>
<td>Regular IPT server health checks</td>
<td>End-to-end quality management</td>
<td>Hosted logging and monthly analysis</td>
<td>Server OS patching</td>
<td>Basic monitoring and escalation service</td>
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<td>Optional monthly performance analysis</td>
<td>Patching</td>
<td>Utilization reporting</td>
<td>SIEM management</td>
<td>AD, DNS, DHCP management</td>
<td>Up/down network device monitoring</td>
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<td>Proactive threshold alerting</td>
<td>PRI utilization reporting</td>
<td>Security incident validation &amp; notification</td>
<td>Anti-virus &amp; backup software management</td>
<td>Detailed application monitoring</td>
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<td>Scheduled server reboots</td>
<td>Optional security incident response</td>
<td>VMware management</td>
<td>Web/URL monitoring</td>
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Success Stories
Type of Business: Specialty Chemical Manufacturer

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<th>Engagement Type</th>
<th>Corporate – 3,100 employees</th>
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<td>Challenge</td>
<td>Provide a holistic global solution to augment their existing engineering team to provide 24x7 management of their data and security infrastructure.</td>
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| Insight “Feature” Solution | Insight created a solution to provide full device and performance management for all LAN, WAN, and security devices. This includes:  
  • Management of 685 devices  
  • Management of 308 devices in 28 countries outside the United States |
| Benefits | Lowered cost, better network stability, increased availability, increased visibility and ease of reporting. |
| Proof Statement | Insight successfully provided a customized solution to enable them to meet key internal business goals. Additionally Insight was able to lower their operational cost while increasing their service levels for responsiveness, reliability, and reporting. |

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