

## Managed Network Services

### Introduction

Planet Convergence provides Network performance and operations Monitoring and Management Services for IP based Voice, Data and video Networks. Our Network Operations Centre provides post and pre implementation Network services for Enterprise business unified networks.

The Network Operations services provides customer verification, trouble ticket management, hardware and software troubleshooting and diagnostics. Managed Network Monitoring involves High End Management of client's network infrastructure which includes advanced level diagnostics and troubleshooting for complex networking technologies such as MPLS WAN, Metro Ethernet, VPN, AVVID, CS100, BCM, CRG etc

### Featured Services

Planet Convergence offers a varied spectrum of Managed services such as

- **Managed Network Services**
- **Managed Router Service**
- **Managed VPN / IP-VPN**
- **Asset/ Inventory Management**
- **Managed Videoconferencing**
- **Managed IP-PBX & Applications**
- **Managed Voice Security & Managed Fire-wall**



### Business Benefits for the Enterprise

**Reduces costs, including traditional service fees, hardware, IT operations, and transport**

**Eases adoption of new business processes**

**Increases levels of support and network availability without additional staff**

**Makes the IT budget more stable and predictable**

**Provides access to the latest technology with limited risk**

**Provides access to an enhanced skills base**

**Makes it easier to adapt to changing business conditions**

**Enables the IT group to focus on the core business**

**Our Remote Network Management services are inclusive of Notification services, IPT management services and Help desk services.**

### **Notification Services**

This service is provided on a 24 x 7 basis, wherein your network and underlying applications are constantly monitored in order to detect problem areas. Performance reporting is carried out and there is a guaranteed response in the event of faults.

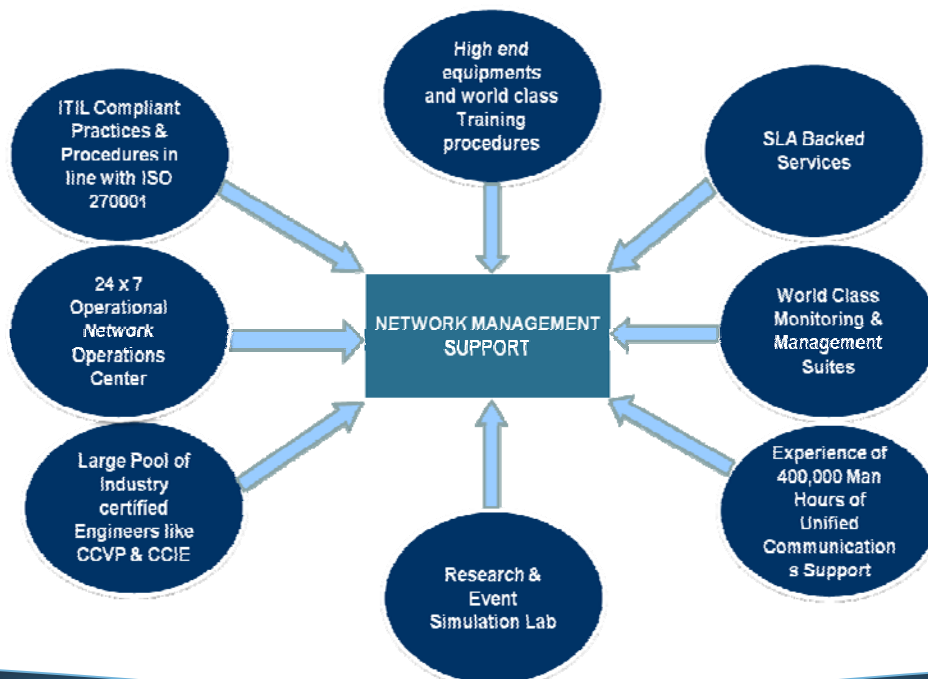
### **IPT Management Services**

This service involves overall administration of the network and is maintenance intensive. Its maintenance coverage is inclusive of system configurations monitoring, MACs (moves/adds/changes) monitoring, performance tuning and fault resolution.

### **Help Desk Services**

IP Telephony when implemented is a complex Technology challenge to end user and it is virtually impossible to train each and every user with the advanced features of Telephony system. We offer Help Desk service to answer all questions of your users related to issues such as dials plans, system configuration, third party integration, quality of service and call quality.

### **Planet Solution Network Support Center**

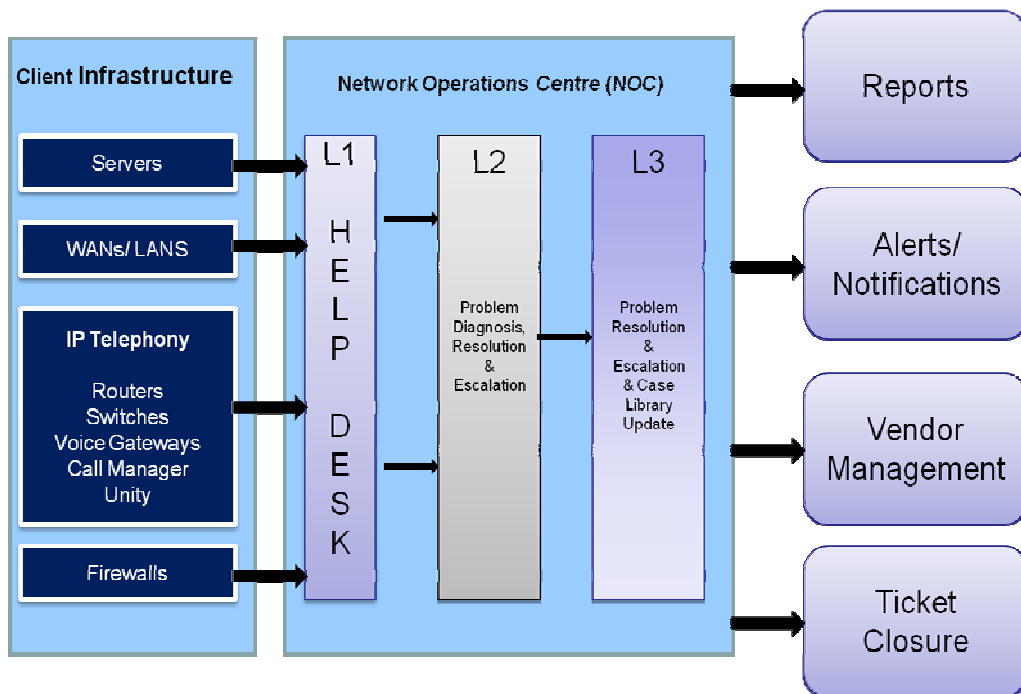




## Network Operations Centre services

- Pro-active remote network monitoring and ITIL compliant network management.
- Level-1 for customer verification, trouble ticket management, hardware troubleshooting and diagnostics.
- Level-2-3 support for network infrastructure which includes advanced level diagnostics and troubleshooting for complex networking technologies such as MPLS Wan, Metro Ethernet, VPN, AVVID etc
- Tailor made Network and communication services health check.
- Augmenting existing Network Support abilities and personnel with 24x7x365 \*Total support solution\*

### The Network Support Process



## A Typical NOC- Client Connectivity Model

