

NOC-IOC

**WE DO NOT PROVIDE CHEAP SOLUTIONS
WE PROVIDE TRUSTED SOLUTIONS**



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CHALLENGES FACED TODAY



CIOs have the herculean task of re-defining IT infrastructure, so as to trigger transformational growth in the organization. For this to materialize, IT must be aligned with business goals in order to create tangible results in service and cost.

New Technology

Technology advances rapidly and shows up in media on all sides. This means users, managers at all levels and even competitors pressure IT staff to implement this new technology just because it is new. The real challenge is deciding which of these new technologies will work to the best interest of advancing the organization and which is better to avoid for the time being.

Pricing

There is a significant pressure on CIOs to bring down IT management costs by at least 20 percent. While pricing structure may be unique to an organization, some broad and common areas, such as eliminating little or never used applications, re-assessing application management costs, re-working related service levels, and procrastinating discretionary spending, can be addressed to lower costs.

Reliable Networking

With vast and diverse data being commonplace in organizations today, it is critical for data transfer to be optimized, using updated software and intelligence. In such scenarios, with sensible infrastructure management, the network will optimize its traffic delivery and thereby contribute to enhanced service and reduced costs.



CHALLENGES FACED TODAY

The Agility Challenge

Agility is strongly related to availability. Just because an application may be a Tier 3 at one point in its development cycle this doesn't mean it will remain Tier 3 forever. As applications go from development operations to user acceptance testing, the availability needs of that application will change. The challenge for IT leaders is to shift that virtual workload from, say, a private cloud on their floor to a public cloud (and possibly back again) as needed.

Manual Monitoring of IOT Assets

Swivel chairing across multiple systems to manage all IoT-related assets, expenses and services one of the biggest operational roadblocks companies face today.

Securing the Network

Managing and strengthening security and privacy for the organizations' systems and data is now a top priority across all industries. Not only are security breaches costly and damaging, those businesses in regulated industries find it a challenge to ensure that they are compliant with all applicable regulations. Institutions formerly thought impenetrable — such as high-level government agencies, mega-giant tech companies like Google and Amazon, and global finance pillars like the NYSE and JP Morgan Chase — have been hacked.



Based in Canada is our Network Operations Centre (NOC); the NOC provides real time data to our security and technical analysts, allowing them to detect and resolve potential problems before they become service affecting to your business operations. Offering two solution packages; Premium & Premium+.

PREMIUM

- 24x7 Monitoring & Reporting
- Business hours expert technical support
- Guaranteed response time - 4 business hours
- End-point security: Antivirus
- Patch Management

PREMIUM+

- 24x7 Monitoring & Reporting
- 24x7 emergency technical support
- Asset discovery
- Guaranteed response time - 2 business hours
- End-point security: Antivirus
- Patch Management
- Software announcements
- Backup solution: 1 TB
- Incidents/tickets
- Dedicated mobile helpdesk: "Help me" app
- Expedited return-to-factory repair
- Access to service desk tool with ticket history



BENEFITS OF CHOOSING US

INTELLIGENT, FULLY-MANAGED NOC - IOC



Running successful Network & IoT operations and mitigating risk is a complicated, and often expensive, part of day-to-day business operations. SourcetekIT's Managed Services offer cutting-edge solutions for your business' IT & infrastructure, encompassing everything from cloud delivery, to security, to daily operations.

By outsourcing IT & IoT device management and support, organizations are able to focus on their strategic priorities, instead of daily IT delivery. SourcetekIT's 24x7 tech support engineers work day and night to help enterprises eliminate risk, meet compliance standards and scale the operations as business needs change.

Dedicated Quality Assurance and Training

Dedicated Quality Assurance and Training Team protects a consistent high quality service experience for your clients. Our closed loop, QA processes ensure that your feedback and recommendations are acted upon promptly.

Remove Key Obstacles To Growing Your Business

After all, isn't this the goal of any business? When you partner with SourcetekIT, you gain the freedom to focus on your most critical priority dedication to growing your business without interruption. With SourcetekIT, your front-line team is ready to seamlessly scale forget the strain of incremental issues and large capital, training and management investments. When you outsource your front line support, you gain the benefit of directly aligning your costs with revenue growth.



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Business Process Integrations

When you start with SourcedtekIT, we work together to map out critical business processes to ensure effective issue resolution and communication between our respective teams. Communication is facilitated primarily through regular reporting, reviews, personal conversations.

Comprehensive Info on Fingertip

SourcedtekIT's Network & IOT Operations center provides complete information of infrastructure performance and enables proactive localization and removal of bottlenecks. Detailed reports (monthly and quarterly) on the reliability and stability of the system gives comprehensive view of the infrastructure to you.

Improved Financial Planning

A comprehensive control of the network & IoT environment allows to make strategic decisions which enable functional costs of infrastructure management to become predictable and hence more planned.