Global Services
Network Operations Center (NOC) as a Service

Peace of Mind for your Network

Your network operations center (NOC) is responsible for ensuring your network is healthy and meeting its service delivery expectations. Ideally, the NOC is staffed at all times, to respond immediately to problems when they occur. However, it is challenging to setup and maintain continuous operation of a NOC with trained personnel.

Ribbon's NOC-as-a-Service provides an alternative approach. It lets you experience complete peace of mind that your Ribbon IP Optical network, and associated network elements, is being monitored and attended continuously. We ensure your network runs at peak efficiency and provides the highest quality of service to meet your customers needs. Our NOC-as-a-Service has multiple advantages:

24/7/365 or Fill-in Operation.
We take care of the staffing and logistics, to ensure your network is monitored professionally "around the clock", or for whatever times you contract.

Expertise.
All staff are trained for the mission of administering and maintaining IP Optical networks, with direct access to Tier 2 and 3 experts as needed.

Advanced Tools.
Our staff have access to advanced analytical and diagnostic tools that predict and enable addressing potential problems before they affect services.

Fixed Costs.
Costs are known and can be budgeted with certainty; and they are usually lower than the costs of creating, staffing, training, and continuously operating an internal NOC.

Tailored Solutions.
Ribbon has a proven track record of working with our customers to create solutions that best fits their business needs.

Ribbon provides DB Systel, the digital partner of Deutsche Bahn AG (the German railway system), with a dedicated 24/7/365 NOC-as-a-Service to monitor and operate their nationwide optical transport network.
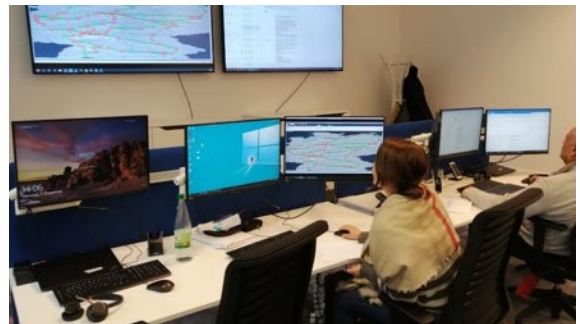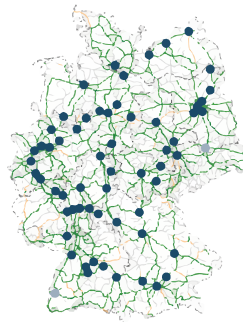
NOC-as-a-Service Capabilities

Ribbon's NOC connects to the NMS/EMS controlling network via a secure VPN. The NOC monitors and administers the network for contracted times, and coordinates on-site network activities with the customer's maintenance organization.
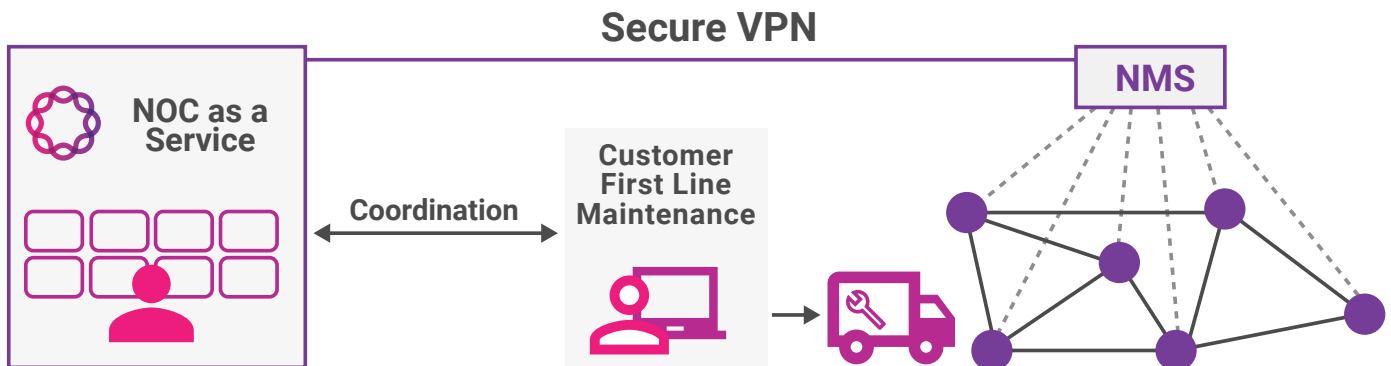
These major elements of the NOC-as-a-service are tailored to individual customer needs.

NOC Service Level Agreement.
The SLA defines roles and responsibilities between the NOC and the Customer (network operator), including communication and escalation procedures, measurements based on Key Performance Indicators (KPIs), and issuance of regular reports. Issues related to NOC activities and performance are reviewed at scheduled meetings with the Customer.

Network and Element Management System Administration.
Since the NOC monitors and controls the underlying network through NMS and EMS, its first job is to administer these systems. This includes configuration and account management, health and security monitoring, database backup and restoration, and housekeeping.

Fault Management.
This core activity includes all activities required to handle any network incident. It performs diagnostics and root cause analysis, and carries out the required actions to solve problems. The NOC team activates the necessary parties to complete the incident handling such as Customer's FLM field engineering or Ribbon's Tier 2 or Tier 3 support. The NOC notifies the Customer if another network or vendor's equipment has caused

the problem detected. Fault information can be recorded in CRM systems for future analysis and to track service performance.

Help Desk.
While the Customer maintains its own first level helpdesk, the NOC can provide its own help desk to handle troubleshooting, investigation, tracking and resolution of issues. It becomes the main interface and communication point for the Customer and the focal point for any question, problem or request regarding network operations. A trouble-ticketing system manages help desk tickets.

Predictive Maintenance.
Using specialized tools, this service audits, tracks, and analyzes the health status of every network element, and provides a daily, real-time network performance diagnosis. It recommends corrective actions to pre-empt pending faults and failures and ensure service availability.

Extended NOC Capabilities.
Ribbon's global professional services organization is ready to meet particular business needs. For example, we can extend NOC coverage to non-Ribbon network equipment, and create automated interfaces between the NMS and OSS/BSS.

Contact Us Contact us to learn more about Ribbon solutions.