



## 24 HOUR NETWORK OPERATIONS CENTRE

# MONITORING & SUPPORT

### UPTIME IS CRITICAL!

Our 24 hour Network Operations Centre (NOC) is based in Century City staffed with skilled, experienced engineers, ensuring that the caller is always talking to someone who understands the technology and can immediately assist.

Multiple wall monitors ensure live monitoring of networks, systems and SLA clients. Connectivity issues are flagged and support teams are dispatched often before clients become aware of the problem. Each client install includes a managed router that enables engineers to remotely administer most client queries and requests that supports efficient action to minimise clients lead time to resolution.

There are a number of outbound teams who can attend to site if any onsite work is required, including all installations during the 'sign-up' process.

## SUPPORT SERVICES

### REMOTE SUPPORT STANDARD

Comtel's Contact Centre Agents provide basic support; monitoring services and assisting Senior Agents where required.

### REMOTE SUPPORT SENIOR

Comtel's Senior Agents provide second and third level support.

### ONSITE SUPPORT STANDARD

Onsite Support Technicians are available to assist direct client issues.

### ONSITE SUPPORT SENIOR

Senior Onsite Support Technicians are involved in the upkeep and maintenance of the core network infrastructure.

### ACCOUNTS MANAGER

Accounts Managers are responsible for the overall well-being and satisfaction of the clients experience.