



## Establishing Dedicated Network Operations Center

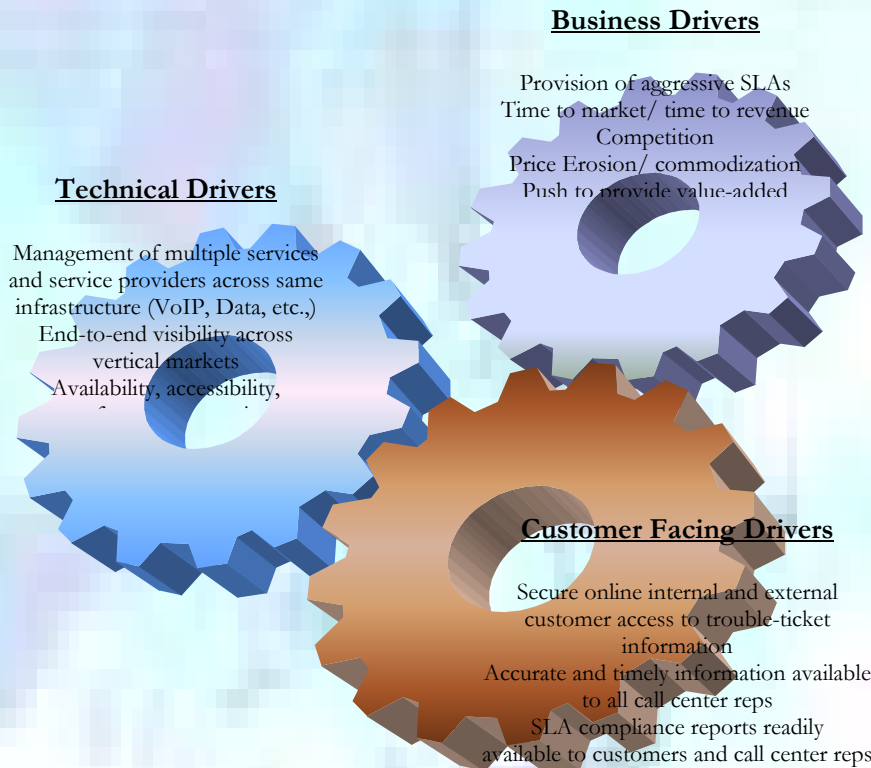
WHITE PAPER

**B**usinesses rely more and more on their communication and networks to run business critical applications. This increased importance brings up a simple point: The Network needs to be efficiently operated and consistently available.

**A**t the heart of Communications and Network Infrastructure is  
**Network Operations Center (NOC)**  
that provides systems, software and procedures for Communications and Network Management.



To achieve efficiency and customer satisfactions, Enterprises need focus on business, technical and customer facing drivers.



After defining the drivers, a mechanism to monitor and manage the network infrastructure needs to be identified

## **Dedicated Network Operations Center**

InKnowTech's **Dedicated Network Operations Center (DNOC)** helps customers build efficient, well thought-out operations centers to manage complex network and communications environments. Thus, customers can concentrate on key drivers and business-critical tasks while ensuring that their NOCs, built from time-tested practice operate smoothly. Customers will be able to monitor their networks using the DNOC, but will also be equipped with policies and processes that ensure service delivery for continued business success.

### **DNOC enables the customer to:**

- ◆ Utilize industry best practices to plan, build, deploy, and trouble shoot services
- ◆ Seamlessly migrate to new technology, offer new services or extend services to new geographic areas with the same quality of services
- ◆ Provide consistent service keeping the customers informed of network performance, problem resolution issues, and service level information.

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**Based on customer's requirements, InKnowTech can establish DNOC at:**

- ◆ Client Site – Primary Site at Customer, with InKnowTech becoming the secondary site
- ◆ InKnowTech site – Primary Site at InKnowTech, with a Secondary site at preferred location of the customer
- ◆ Combination of both sites

The major advantage of using a combination is, utilizing the second site as a disaster recovery and business continuity solution, without affecting availability and efficiency of the Network Operations Center.

The goal of DNOC service is to give customers ability to manage, configure, generate reports, and resolve problems regarding service delivery.

To accomplish this, InKnowTech works with the customer to:

- ◆ Develop an operations policy and procedure, including fault and performance maintenance, change control, element provisioning, problem management, and security policies and procedures
- ◆ Provide 24\*7 Support, and establish SAN/NAS & server farm with reliable backup policy, disaster recovery and business continuity
- ◆ Develop a management framework and architecture for complete network including LAN/WAN and service provider management
- ◆ Establish systems for fault recognition, isolation, and reporting along with service-or device- specific element management.
- ◆ Design systems for performance monitoring and tracking
- ◆ Identify reporting data collection and analysis applications
- ◆ Create systems for problem dispatch and resolution, change and configuration control, and report generation and presentation
- ◆ Identify and implement element provisioning capabilities
- ◆ Integrate the above components into higher-level customer support and management applications.

To successfully deliver the above model, InKnowTech takes a holistic approach incorporating management layers and related business operations that needs to be addressed by a successful NOC.

## Management Layers and Related Business Operations :

### Business Management

Vision, planning, budgeting, services, client expectations

### Service Management

Support Center organization, customer access and presentation, 3<sup>rd</sup> party access, trouble ticketing, metrics and performance reporting, help desk interaction, prioritization, traffic management, capacity management, vendor management

### Network Management

Network monitoring, problem management, configuration management, performance management, accounting, access control, security policy management, Anti-Virus Policy Management

### Network Element Management

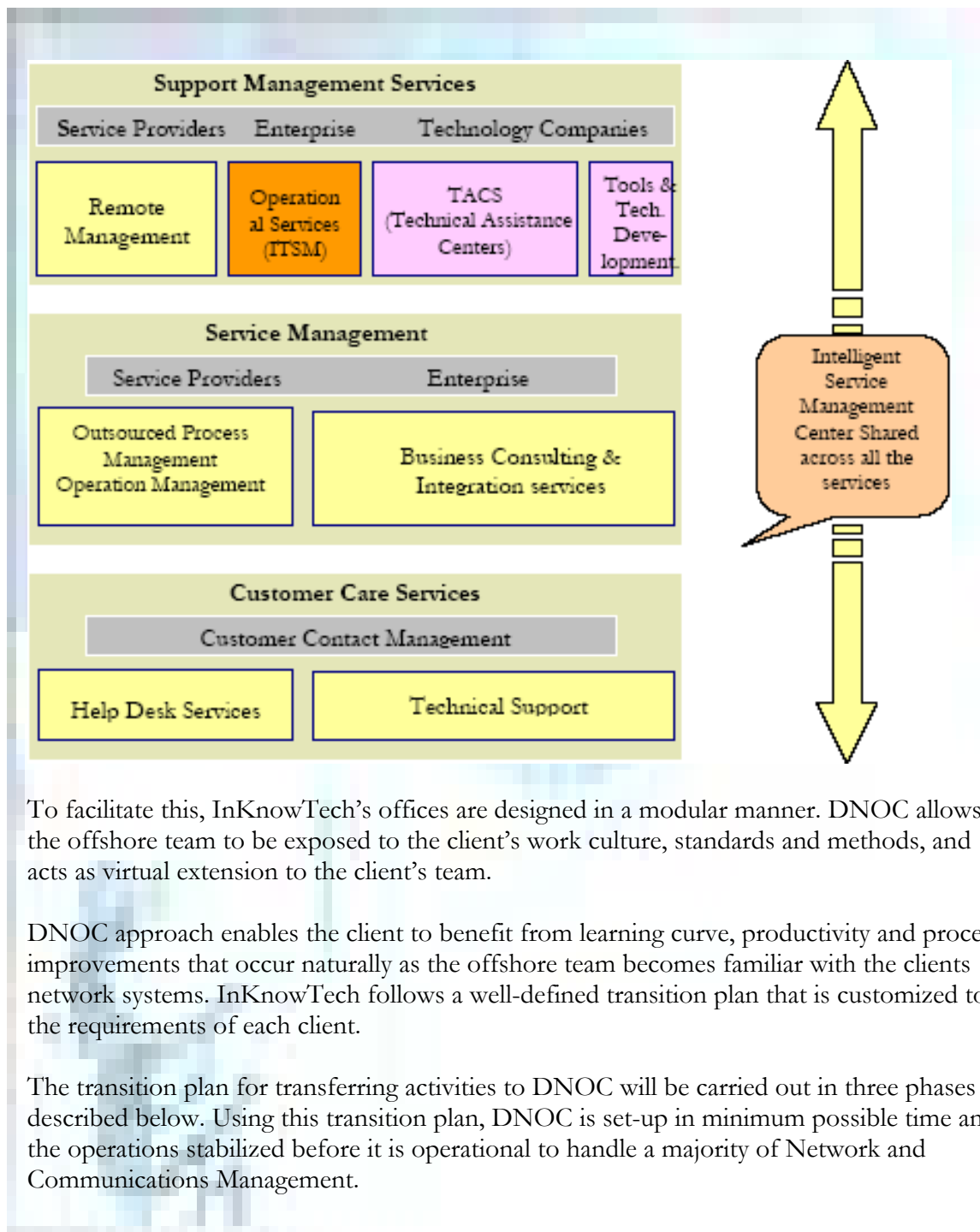
Data warehousing, statistical data collection and analysis, status monitoring, event correlation, root-cause analysis

### Network Element

Managed elements, data sources, alarms, notifications, fault-monitoring, diagnostics

## InKnowTech's Advantage:

To better manage customer requirements, and with a view for enhanced security, InKnowTech has established dedicated network operations centers (DNOC) for its customers. DNOC has dedicated infrastructure management facilities, network management professionals in a geographically demarcated area. The customer DNOC's are integrated with *intelligent* **Service Management Center (iSMC)** of InKnowTech for built in redundancy, and backup. The complete service capability of iSMC is illustrated below.



To facilitate this, InKnowTech’s offices are designed in a modular manner. DNOC allows the offshore team to be exposed to the client’s work culture, standards and methods, and acts as virtual extension to the client’s team.

DNOC approach enables the client to benefit from learning curve, productivity and process improvements that occur naturally as the offshore team becomes familiar with the clients network systems. InKnowTech follows a well-defined transition plan that is customized to the requirements of each client.

The transition plan for transferring activities to DNOC will be carried out in three phases as described below. Using this transition plan, DNOC is set-up in minimum possible time and the operations stabilized before it is operational to handle a majority of Network and Communications Management.

## Major phases in the transition plan are:

**Knowledge Transfer Phase** – focus on understanding the business and practices followed by client. InKnowTech’s core team will shadow client’s team activities in Network Services Management including desk top management, backup, recovery, on-call, trouble shooting, preventive maintenance etc., InKnowTech and client will identify the activities that could move offshore and define and the workflow jointly.

**Transition Phase** – focus on delivering services from offshore and ironing out issues, if any. InKnowTech’s core team will train new members on clients’ business practices.

**Operational Phase** – expand capacity of work done offshore to handle majority of Network and Communication Management services of client.

## About InKnowTech

InKnowTech is a Network and Communication Management company that provides global services and support to Telecom Service Providers, Enterprises and Technology Innovators and Integrators. With a dedicated *intelligent* Service Management Center established in Bangalore, India, InKnowTech provides 24\*7 Support to cater to the requirements of its clients worldwide. InKnowTech provides a range of services to manage the entire lifecycle of IT and Communication Infrastructure to cover planning, designing, deployment, and management. InKnowTech’s uses innovative delivery models with a commitment to Quality of Service (QoS) and Service Levels (SLA).

InKnowTech adapts Onsite/ Offsite/ Offshore Model to deliver 24\*7 Services, ensuring proximity to the customer. InKnowTech’s Model addresses customer’s issues of sensitivity and takes advantage of offshore for cost reduction and flexible service options.

InKnowTech is promoted and managed by professionals with varied experience, ranging from communications industry, enterprises and software development organizations.

InKnowTech’s core business philosophy is to reduce the total cost of ownership of its customers by maximizing return on investment of their IT and Communication Infrastructure.

With a combination of processes, people and infrastructure, InKnowTech is confident of meeting challenging requirements of clients. InKnowTech adapts industry standards like ISO, COBIT, ITIL etc., for continuous benchmarking, and enhancing customer delight.