Simple, effective IT management solutions for applications, infrastructures, and networks. Configure's 24/7/365 network operations center manages your IT infrastructure so that you can focus on managing your enterprise.

Built on a solid foundation of people, process and technology, optiNOC offers small and large enterprises alike the assurance that incidents will be proactively detected and addressed to minimize business disruption.

optiNOC was created in response to the intersection of several IT drivers:

- Growing business need for more highly available networking

- New technology (e.g., Talari™) that leverages multiple broadband connections to deliver a more reliable, lower cost and bigger bandwidth network solution than traditional MPLS

- Increasing financial appeal to out-task non-core/-strategic functions

optiNOC comes in three services tiers:

- Monitor.Notify

- Managed

- Life-cycle Support

The table below provides a feature comparison of optiNOC's three service tiers.

Feature Included	Monitor.Notify	Managed	Life-cycle Support
24/7 Surveillance	✓	✓	✓
Surveillance Probe	✓	✓	✓
Electronic Notifications	✓	✓	✓
Live, US-based Support	✓	✓	✓
Monthly Reporting	✓	✓	✓
Custom Reporting		✓	✓
Incident Management		✓	✓
Live, US-based Service & Incident Desk	Fully Automated	✓	✓
Service Desk/Ticketing System Integration		✓	✓
Network Architect Design & Remediation Consulting		✓	✓
Live Incident Notification			✓
Technical Service Desk			✓
Patch and Software Upgrades			✓
RMA & MAC-D Configuration Support			✓
Included Sensors per Device	2	5	10

Monitor.Notify offers the least expensive service configuration. Devices/network elements are monitored 24/7, events are captured and notification provided to the subscribing client for appropriate action. This is all done via automation. Basic monthly reporting is included.

Managed option further out-tasks the function of incident management. Automation still detects the incident and notifies a pre-determined set of individuals or client service desk. But as a Managed subscriber, the incident is proactively worked to resolution, with Service Level Agreements (SLAs) governing interval and outcome. Customized reporting options exist, as does the ongoing consultation of network architects to advise on achieving *optimum* network performance.

Life-cycle Support option builds on Managed by ensuring that all device software is current, patches installed, user credentialing managed, and security maintained. Configuration and technical service desk is included, as is custom technical network documentation creation and maintenance.

Each discrete piece of data to be extracted requires its own virtual sensor to surveil that element within the monitored device. Our service tiers each have a preset number of included sensors. For instance, Managed option includes up to five (5) sensors per device. And if desired, additional sensors can be added to any service tier for a nominal cost.

Why Outsource Your NOC Operations with Configure?

With Configure's comprehensive network operations center solutions, you have the peace of mind of knowing your network and applications will continue to perform *optimally.* Our business is providing network monitoring solutions 24 hours a day, 7 days a week. Configure's experienced technicians focus on your network and applications so that you can confidently focus on running your enterprise.

With Life-cycle support, never again do you need to worry about outdated software, security updates or access management. Configure will do it all, including support of audit requirements. optiNOC monitors your IT environment and manages complex and changing network elements, while analyzing forensic data, troubleshooting network outages, and resolving trouble issues 24 hours a day.

optiNOC (both Managed and Life-cycle tiers) also includes proactive and reactive network architecture consulting – meaning that your network design will be constantly assessed for improvement. Whether it's in response to recurring incidents, chronic situations or just opportunities to enhance performance, optiNOC engineers will provide actionable recommendations and update network documentation as a result of any change control.

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