



What is **Advanced Support**?

This service allows you to retain responsibility and control of your network, with the ability to leverage the skills of a team of vendor-certified engineers. You choose the type and level of assistance you require. three6five Advanced Support compliments vendor support and provides a holistic approach to your vendor solution. This service would be co-termed with your vendor support contract.

An on-site three6five OSE (Onsite Service Engine) is deployed to ensure secure access to monitor your solutions.

Our 24/7/365 Network Operations Centre (NOC) will monitor your solution availability, respond to alerts and notify you of critical issues.

Performance management statistics are collected to help engineers gain insight into the performance of your solution, and our engineers work with your team to ensure that you get the most out of your solutions.

SCOPE

All levels of technical support are provided remotely. Our support includes:

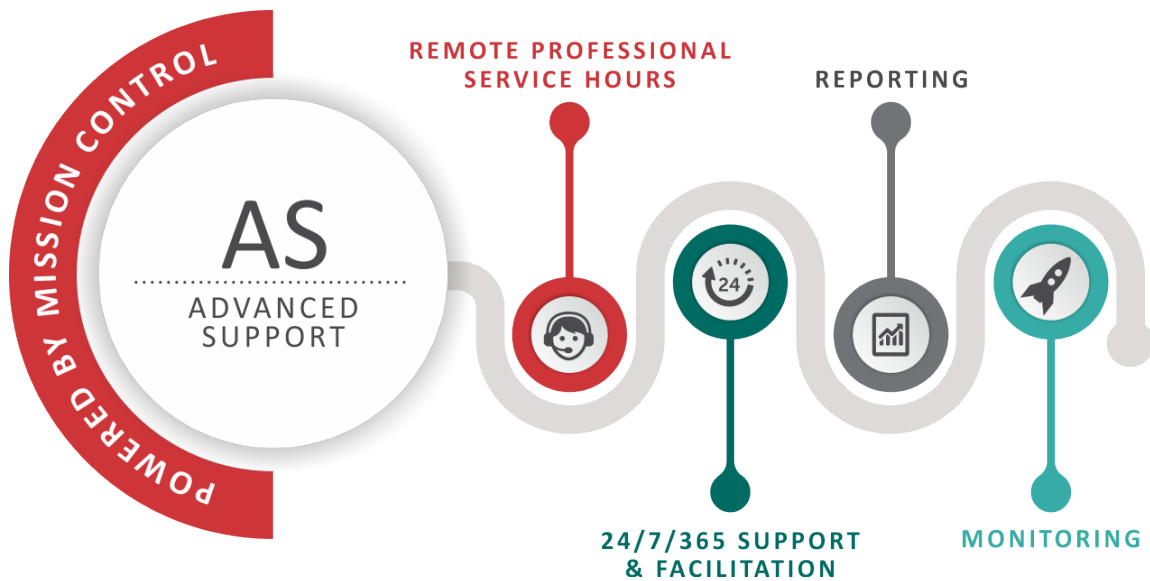
- Remote Professional Service Hours
- 24/7/365 Support & facilitation
- Reporting
- Monitoring

For cases where the vendor Technical Assistance Centre (TAC) may be required to provide level three engineering, three6five NOC engineers shall communicate with the vendor TAC to address more complex technical problems.

BENEFITS

This service reduces the cost of supporting vendor solutions while enabling you to keep control of your network. With three6five Advanced Support, you increase your available technical skill set immediately.

You have one point of contact for all of your devices and our network engineers will be familiar with your unique business environment.



Formed in 2009, three6five delivers world class professional network services to enterprises and carriers across Africa. We pride ourselves on a rigorous approach to IP services that satisfies our customers' business needs.

As an end-to-end IP network and systems solutions provider, three6five has the technical skills to design, supply, upgrade and build resilient networks. Best-of-breed products from leading vendors provide us with the equipment and infrastructure to monitor, maintain, support and secure those networks now and into the future.

three6five
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