



# What is the Network Operations Centre (NOC)?

three6five's Network Operations Centre (NOC) is designed to provide afterhours call centre management and IT services on behalf of its customers' support desks. We offer a range of services on behalf of our customers on a 24/7/365 basis to provide full availability on networks. Services range from handling service calls after hours – including on weekends and public holidays – to dispatching engineers and providing reporting.

## WHAT?

Aimed at organisations of all sizes that do not want to incur the costs of full-time, 24/7 support staff, three6five's NOC offers services such as call handling, engineer dispatch management, management and reporting on service requests, and the management of ticket system queues of incoming customer requests.

## HOW?

three6five will tailor-make the service suite for each customer, dependent on their requirements, and will also offer the services on an ad-hoc basis where needed. NOC is extremely scalable and can work across a range of company and support desk sizes. Incoming callers are not even aware that they are speaking to a third-party supplier.

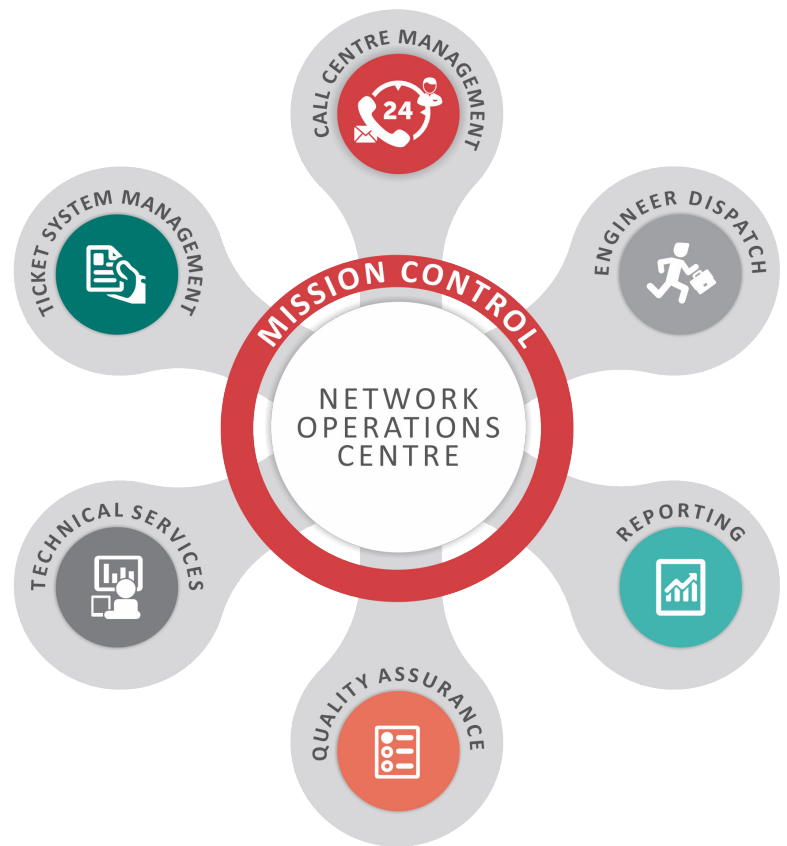
Where there is no existing system, we can help to create one. The NOC service provides huge human resource savings, as you only pay for the services used on a basis determined by your requirements.

## WHO?

three6five's qualified team of service engineers.

## SERVICE OPTIONS

- Call centre management
- 1st line troubleshooting
- Monitoring
- Reporting
- Quality assurance
- Technical services
- Ticket system management



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**  
empowering african communication