three6five has the knowledge and skills to not only build a new network, but also support your existing infrastructure. We will work with you and your technical team to provide guidance on equipment and selection, network architecture, strategic design choices or product development.

Our recommendations are based on real-world experience and a rigorous, practical approach which leaves you with a reliable network that just works.
OnDemand Professional Services

Our support engineers are ready to assist you telephonically on a 24/7 basis. All requests will be logged on our ticketing system to serve as a reference. An escalation process is also in place to ensure issues are resolved as soon as possible. These requests are ad-hoc and no prior contract will be required.

With three6five Professional Services, you remain responsible for your own network, but have the option of leveraging the skills of a team of vendor-certified engineers. It’s up to you to decide where you would like three6five to assist.

HOW DOES IT WORK?

three6five Professional Services will allow an existing or new customer to log an ad-hoc service request for assistance. This gives you the ability to use three6five as an escalation point for any network, security, optimisation, subscriber management, or Wi-Fi related issues.

SCOPE

Whether you need a quick answer to a specific question or help with more complicated issues, our engineers are ready to assist. All levels of technical services are provided remotely or on-site, on request.
Network Operating Services

This flexible offering provides access to highly skilled and certified engineers, by catering for once-off assistance to help design, implement and troubleshoot any network related issues. The service also offers on-site resources to help with general work, new project rollouts, remote hands and assistance with support related calls.

three65 NOS is offered in two options:

**NOS ON-CALL**

With NOS On-Call, you have the freedom to purchase as many retainer hours per month as you require. You will have the ability to use these hours for any type of assistance required from our vast industry experience and diverse set of advanced IP skills.

**NOS ON-SITE**

NOS On-Site provides on-site assistance with:
- Managed Service
- Short or long term
- Based on site

**SCOPE**

Whether you need a quick answer to a specific question or help with more complicated issues, our engineers are ready to assist.

Our support includes:
- Consult
- Design
- Audit
- Implementation
- Maintenance and Support
- Network Software Development
- Surveys
- Optimisation

**BENEFITS**

three65 NOS allows you access to some of the most highly skilled technical resources available. These resources are interchangeable, providing access to multiple teams and skill sets. This provides the flexibility of increasing the required workforce for specific time frames and needs. Another benefits includes assistance in the interviewing process.
Advanced Infrastructure Management (AIM)

three6five Advanced Infrastructure Management (AIM) is designed to assist with the operational management of your IP network as a managed service. This enables you to focus on your core business, instead of having to worry about the operational and business impact of poor network performance. This operational outsource is powered by three6five’s Mission Control.

SCOPE

Any professional services work that is required will be provided remotely where possible, and if necessary an engineer will be deployed to work on your premises at a time that suits your schedule and change control policies.

- Configuration Management
- Monitoring
- Monthly Reporting
- TAC Facilitation
- 24-7-365 Support
- Opex and Capex Models
- Network Auditing
- Optional additional network services such as AAA and DNS (may incur additional costs)
- Optional NOS OnCall bundle (i.e. package of professional services hours) at a discounted rate

INCLUDED IN AIM

We believe in a best fit managed service. Each customer is different and may have strong IT skills in certain areas but not in others. AIM is broken down into components to allow three6five to take care of portions of the network or all of the network depending on requirement. The components are:

- Routing and switching
- Wireless
- Perimeter Security
- Cyber Security
- Subscriber Management

EXCLUDED FROM AIM

- Installs, Moves, Additions, Changes(IMAC) that would require professional services
- Travel costs, where applicable, to be defined in Services Schedule

BENEFITS

Whether we are fulfilling the entire role of a networking department, or providing additional support to your existing team, our expert engineers will provide the highest level of skill in the industry.

- Increase your available technical skill set immediately
- Single point of contact for any of your solutions through which troubleshooting and future planning is made easy.
three6five’s 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.