Why Insight for remote network operations?

Your servers, security, unified communications and network infrastructure are the brains behind your business. But forward-thinking companies know that in order to drive growth, you need to spend less time managing those systems and more time innovating. That’s where Insight comes in.

Our Remote Network Operations Center (RNOC) has been offering 24/7 proactive monitoring and management of network infrastructures since 1998. With steadfast expertise, we free your team to focus on key initiatives — while we handle the rest. Here’s what we bring to the table:

- 27+ years as a technology solutions provider
- Service Organization Control (SOC) 1, 2 & 3 Type 2 compliance
- Payment Card Industry (PCI) certification
- 1,400+ consulting & services professionals

How the RNOC will help your business

Achieve a solid network that protects your data and systems as you expand your reach. Our certified engineers offer expert troubleshooting, network project support and day-to-day management. Working as an extension of your team, we help you:

- Increase internal IT efficiency.
- Reduce the complexity of delivering IT services.
- Rapidly adopt advanced technology.
- Cut operating costs and create a more predictable model.
Services and offerings

Insight’s services span diverse technologies from Cisco, HP, Juniper, Microsoft, VMware and more. Our 3,600+ partnerships with software and hardware manufacturers and cloud providers mean we know these technologies inside and out — and how to align them with your goals.

Our services include:

- Availability monitoring
- Fault management
- Performance monitoring & reporting
- Guaranteed SLAs
- Online device reporting
- Asset management
- Activity reporting
- Service delivery reviews
- Network documentation
- Device configuration archives

Managed services for individual technologies

<table>
<thead>
<tr>
<th>Data</th>
<th>Voice</th>
<th>Video</th>
<th>Data center &amp; cloud</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routers, switches, wireless, wide area network optimization, optical</td>
<td>IP telephony, unified messaging, enterprise contact center</td>
<td>Videoconferencing endpoints, infrastructure and telepresence</td>
<td>Servers, storage, virtualization, cloud</td>
<td>Firewalls, intrusion protection systems, network access control</td>
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<tr>
<td>Carrier/circuit management</td>
<td>Regular voice application health checks</td>
<td>End-to-end quality management</td>
<td>Server operating system patching</td>
<td>Threat monitoring</td>
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<td>Optional monthly performance analysis</td>
<td>Patching</td>
<td>Usage reporting</td>
<td>Active Directory®, DNS, DHCP management</td>
<td>Monthly reporting and analysis</td>
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<td>Proactive threshold alerting</td>
<td>PSTN usage reporting</td>
<td>Anti-virus &amp; backup software management</td>
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<td>Usage reporting</td>
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<td></td>
<td>Scheduled server reboots</td>
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<td>VMware and storage management</td>
<td>Hosted logging</td>
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Tiers of service

<table>
<thead>
<tr>
<th></th>
<th>Foundation</th>
<th>Enhanced</th>
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<tbody>
<tr>
<td>24/7 fault monitoring</td>
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<td>●</td>
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<tr>
<td>Level 1 incident management</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Carrier/circuit troubleshooting and resolution</td>
<td>●</td>
<td>●</td>
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<tr>
<td>High-touch service delivery and governance</td>
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<td>●</td>
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<tr>
<td>Engineering and project support</td>
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<tr>
<td>Operating system patching</td>
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<tr>
<td>Full level 1–3 incident and problem management</td>
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<td>●</td>
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<tr>
<td>Hardware replacement assistance</td>
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<td>●</td>
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<tr>
<td>Multiple assigned engineers</td>
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<tr>
<td>Contact center enterprise support</td>
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