Remote Network Operations Center

Insight

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

Insight is your expert connection to the IT services that help your business run smarter.

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.

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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

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

Tiers of service

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

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