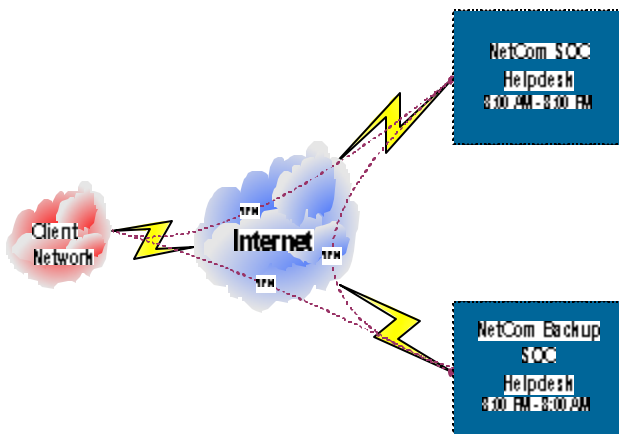## Remote Management Services

"Remote management of an enterprise will enable businesses to focus on their core competencies."

NetCom Systems Remote Management Services provides customers with a 24x7 worry-free enterprise management support solution. Instead of having to train and maintain expensive technical staff, customers can tap into the pool of highly-trained technical resources.

Network congestion is predicted (& sometimes fixed) even before it occurs. Patches and service packs are applied automatically. Service requests are automatically created and assigned based on equipment/application malfunction. Near-real-time inventory of all connected assets in the enterprise are available on demand.

Netcom provides complete turnkey solution not only to maintain and manage these sites, but also provide value-added customization services to clients. This will enable customers to focus on their core business functions & competencies while the Enterprise is managed in a "lights-out" environment without dependency on scarce and expensive technical resources

Remote Management Services

Objective:

Provide a "lights out" operations environment for customers by remotely managing the following:

- Real-time Enterprise Network Management
- Enterprise network-connected Asset management
- Service Desk administration and management

Offering:

Monitoring and Management of the IT Infrastructure provides the following:

- Performance Management
- Service Desk Management
- Configuration Management
- Security Management
- Fault Management
- Change Management

Benefits:

The customer shall receive recommendation on the appropriate best practices that can be used to assist in the development, architecture, design, planning, implementation, and support of IT Service Delivery and Support of the infrastructure.

Contact:

For additional information please contact NetCom Systems Business Development at the following:

Sales @netcom-sys.com or Call 732 393 6130