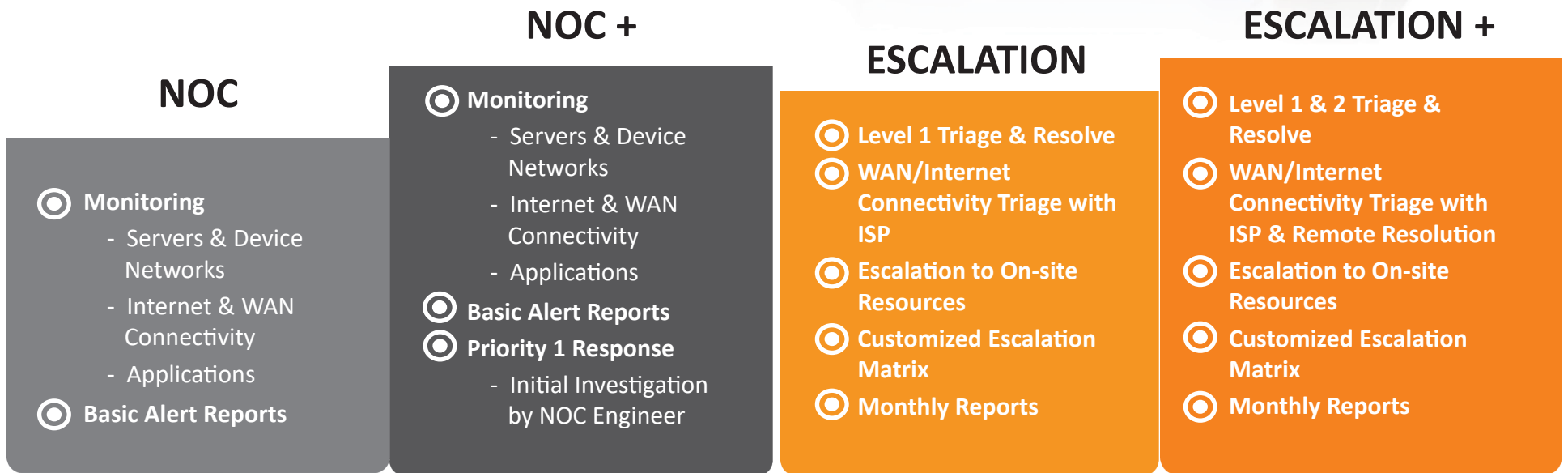


Omega Systems' **Smart Response** is a service designed for mid enterprise organizations that require an external resource to augment an internal IT staff to increase technical support efficiencies and strengthen end-user productivity.

**NOC & NOC +** are monitoring, alerting and priority investigation platforms.

**Escalation and Escalation +** are a service response platform to efficiently handle all support requests and provide proper escalations to customer's technical support team for timely resolution.

▶ **Ask us about these helpful, add-on customization options:**  
*ConnectWise Ticketing, Custom Dashboards and MY Glue*



*\* Discounted NOC Services CAN be added to Escalation or Escalation Plus.*