

Smart Response[®]

NOC & Escalation Services

Streamline your approach to IT support with Omega's NOC and experience round-the-clock monitoring, priority response & rapid resolution of IT issues

The availability and performance of your IT infrastructure is critical to your success. But even mid-market and enterprise companies with in-house IT departments struggle to build and manage effective and efficient Network Operations Centers (NOC) on their own.

Omega's Smart Response NOC & escalation services are designed to provide an appropriate response protocol to efficiently handle customer IT requests before they negatively impact operations. With our expertise, you can improve productivity, strengthen your mission-critical infrastructure, and reduce operational downtime — while simultaneously freeing up your team to focus on other technology priorities.



Why Outsourced NOC Services?

- Relieve pressure on your under-resourced and over-utilized IT staff
- Access a structured, organized, and experienced NOC environment
- Scale IT operations more easily and more cost-effectively
- Speed up time-to-resolution, improving productivity & reducing downtime
- Secure coverage for after-hours or during a designated time schedule
- Stay ahead of the technology curve with innovative IT & top-tier vendors

Smart Response Features & Benefits

Smart Response is a fully-managed NOC and escalation service designed to increase your efficiency when handling IT requests.

NOC services focus on monitoring, alerting and priority investigation. **Escalation services** involve dedicated service platforms for receiving and responding to support requests. Together, these services optimize your infrastructure and strengthen end-user productivity.

Smart Response

NOC & Escalation Services include:



"Glance and know" alerts to keep you informed of potential issues



Priority response and investigation by NOC engineers



24x7 monitoring of your servers, applications, network devices and Internet connectivity



Monthly reporting and customized escalation matrices



Appropriate escalation to on-site resources for added peace of mind



Level 1 and 2 triage and resolution



Enrich your Smart Response service with customizable enhancements:

- + Connectwise ticketing platform for single-ticket database
- + Custom dashboards for added visibility into your IT environment
- + IT knowledge base & documentation system for company-wide consistency

Proven Escalation Management

Omega Systems' escalation services provide an appropriately prescribed response protocol to efficiently handle all IT requests before they impact productivity, quality of service, or lead to a not-yet-known infrastructure issue.

Our escalation engineers are highly qualified to triage 90% of your company's most frequent incidents, investigating, diagnosing and resolving issues in a timely manner. Should a severe incident occur, our team provides your internal IT staff with appropriate, insightful details and logs and reports to ensure the core issue is quickly addressed and resolved.



P1 | Response within 1 hour of trouble ticket submission

- Entire network outage
- Server down
- Internet down
- Problem affecting all company users
- Email outage
- Network equipment failure (e.g. switches, routers, firewalls)
- Application problem company-wide



P2 | Response within 2 hours of trouble ticket submission

- Printing problems affecting more than one user
- Application issues for more than one user, but not company-wide
- Non-critical server down
- High priority desktop problem that controls a critical part of business functionality
- Backup failure
- Virus software problems



P3 | Response within 8 hours of trouble ticket submission

- Problems affecting only one user such as printing, application or Windows errors, spyware, Internet connectivity, etc.
- Scheduled projects or tasks
- Updates required to applications, Windows or hardware
- New installs
- Password changes
- Any additional problems not classified as priority 1 or 2

Get Smart about IT Support Response

Turn to Omega Systems for 24x7 monitoring, rapid incident investigation, transparent reporting and more with Smart Response NOC and escalation services.



Contact our team to learn more.

connect@omegasystemscorp.com | (610) 678-7002

And don't forget to ask about our other 'Smart Services':



Smart Support

Managed IT Support

Smart Secure

Managed Cybersecurity

Smart Comply

Managed IT Compliance

Smart Host

Private Cloud Services

Smart Guard

Managed Detection & Response



@omegasystemsMSP



omega systems
technology managed