microscan
Communications

MCPL
Service Offering

NOC & SOC

INTRODUCTION

Microscan Communication's NOC is designed from the ground up to be a fully ITIL-compliant service for monitoring a real-time network's health status from any location with an intuitive global view of the network.

It is hosted from a facility that is ISO 20000 and ISO 27000 certified which validates our delivery processes and procedures.

NOC SERVICES

Our **Network Operation Center** monitors Infrastructure/Network elements around the clock. Our NOC uses advanced event detection systems and SLA-specific responses to keep your Infrastructure operating. Our NOC services are thorough and comprehensive, from initial setup to 24×7x365 days support for live Network Health monitoring & post-event analysis and reporting.

Network services and features to be supported may include but are not limited to:

- Fibre Optic Networks
- Transport / Transmission Networks
- IP Networks
- Endpoint Management
- Application and Servers
- Security Elements – Firewalls etc.
- Service Management
- Power and facility Systems
- Virtualization Support (VMware, OVM, Hyper-V)

Our round the clock monitoring tools and help desk facilities can guarantee a worry-free performance of all your network systems and services.

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NOC Services

Our NOC services incorporate the following components:

- Event Monitoring and Management (Eyes on Glass)
- Incident Management
- Problem Management & Trend Analysis
- Change Management
- Service Request Management
- Configuration / Integration Services / Rollouts and Upgrades
- Performance and SLA Management
- Identity and Access Management
- Process Development Services
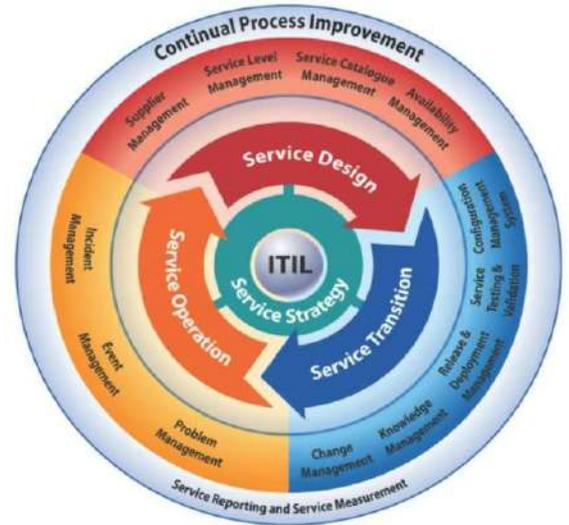
LEVEL-1 SUPPORT	LEVEL-2/3 SUPPORT
• Event Management • Incident Logging and Notification • Vendor and Service Provider Coordination • SOP Based Service	• Analysis, Troubleshooting & Resolving Network & Infrastructure issues • RCA Reporting • Capacity Management • Patch and OS upgrade • Commission/Decommission links and devices • Network and Service Upgrades
PROBLEM MANAGEMENT	**CHANGE MANAGEMENT**
• Proactive Problem Identification • Problem Categorization and Prioritization • Problem Diagnosis and Resolution • Problem and Error Control • Problem Closure and Evaluation • Major Problem Review • Problem Management Reporting	• Creating, analysing, scheduling, and deploying CR • Device configuration back-up/Restore/Baseline • Compliance to network policy • CMDB and Asset Management

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SOC Services

Our **Security Operation Center** monitors Infrastructure, Network, IT elements and end points around the clock. Our SOC uses advanced event detection systems and SLA-specific responses to keep your Infrastructure secure. The SOC related activities are access control and cybersecurity; and, cybersecurity is further subdivided into managed firewall, intrusion detection and prevention, vulnerability scanning, anti-virus management, and incident response in accordance with Agency security policy and the following related activities:

SOC services and features to be supported may include but are not limited to:

Perimeter: Firewalls, VPN, Email Security
People: ID & Access Management, Any-Phishing
Process: ISMS, GRC
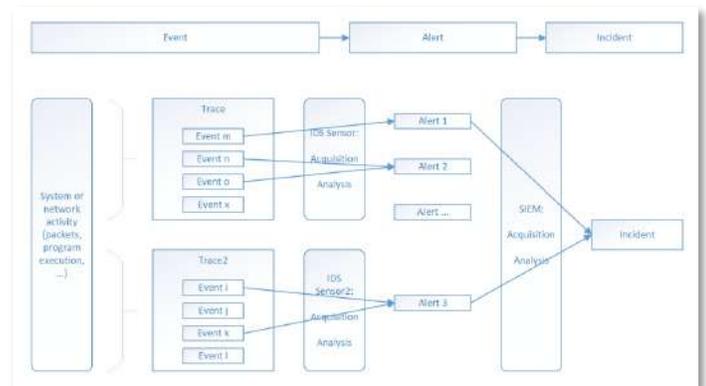**Physical:** Access CCTV, BCP & DRP
End Points: Anti malware, HIPS Encryptions, Patches
Network: IPS, NAC, MDM, SIEM, Vulnerability Management
Platform: Hardening Patches, File Integrity
Application Security: WAF, SSO
Data: DLP

Our SOC services incorporate the following components:

- Threat Intelligence
- Cyber Security
- Vulnerability Management

- Patch Management
- Configuration Management
- Incident Response Management