



Managed LAN,  
Managed WAN and  
Traffic Analysis Services

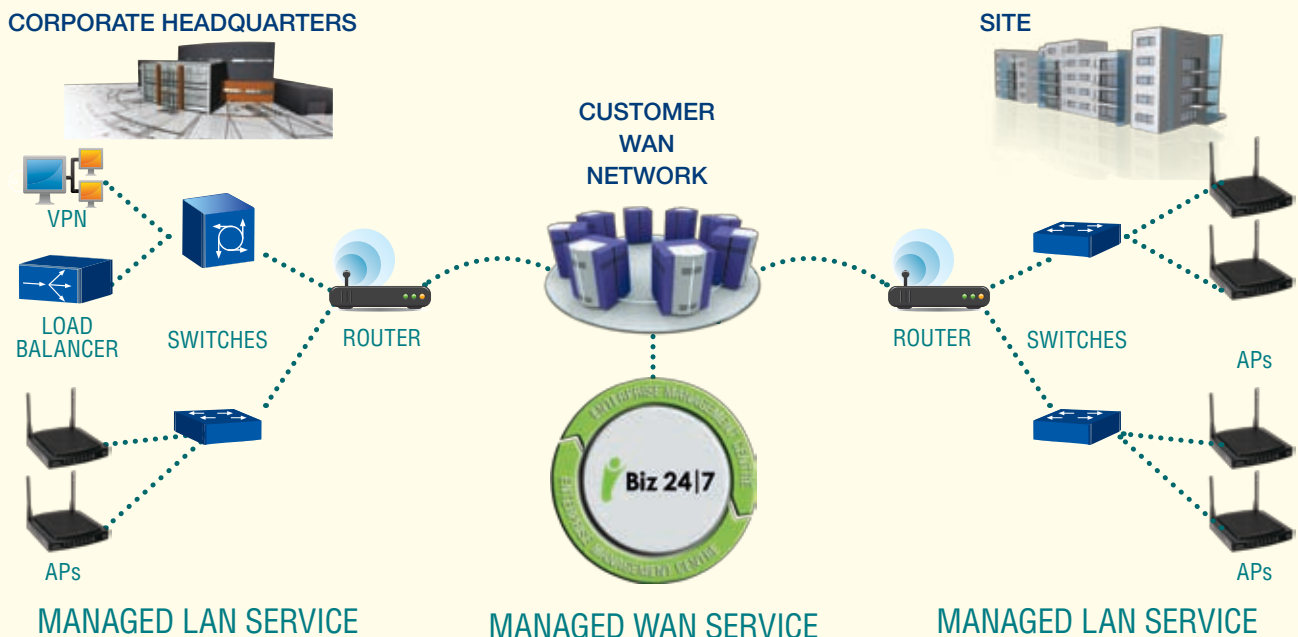
# Managed Network Services

# Business Challenges

The dynamic changes in emerging technologies have made networks more economical while delivering variety of functions. Network trends are moving in the direction of having products capable of providing multiple features. In-house IT network operation teams face the challenges of managing complex and ever changing networks and retaining trained network engineers.

On top of these challenges, businesses are increasingly dependent on the networks for growth, productivity, efficiency and competitiveness. Improvement in service quality of IT operations is challenged with increasing demands for productivity and efficiency. IT Operation teams cannot rely on manual tasks to fulfill operations' requirements, and need to work with automated monitoring and management tools.

## Cost Effective Global Service



### OUR SERVICES

NCS Managed Network Services provides a comprehensive solution to monitor your IT infrastructure based on a service delivery framework that adheres to a proven set of processes for speedy network fault detection and performance measurements monitoring.

#### Managed LAN Service

NCS Managed LAN Service provides a pro-active fault and performance monitoring and management solution. It is designed to provide customers with in-depth visibility of their equipment deployed within Customer's LAN such as routers, switches and wireless LAN devices.

#### Managed WAN Service

NCS WAN Management Service provides monitoring and management of the WAN devices. We also assist to manage the WAN Service Providers across multiple geographies.

#### Traffic Analysis Service

NCS Traffic Analysis Service is based on Netflow/RMON2 network traffic data. Our experienced engineers will provide expert analysis reports and executive recommendations to reduce fault and improve the performance of WAN. The Traffic Analysis Service is an enhanced service offered for the WAN management service.

# Service Delivery Approach

## Remote Infrastructure Management (RIM) Model

Our management services are delivered remotely from a central location. This model offers the advantages of improved turnaround time, cost effectiveness and efficiency through standardized processes and automated tools. Our remote Infrastructure Management approach is facilitated and delivered by our Enterprise Management Centre (EMC).

## Enterprise Management Centre (EMC)

Complementing the technology is the NCS Enterprise Management Centre (EMC) where experienced engineers and analysts will remotely monitor and manage the customer IT infrastructure with a single point of accountability and 24x7 operations support providing clear processes and documentation.

The day-to-day operation of the network devices, change and configuration management are performed remotely using proven enterprise class network configuration management tools. Regular tasks, changes, and backups can be performed in a controlled and systematic manner. This automation enables our experienced engineers to work on the complex troubleshooting and resolution, and to recommend measures to mitigate the occurrence of network incidents and problems; and complex configuration of network.

Round-the-clock monitoring and management of all incidents by our EMC teams are within the incident management process which is aligned to ISO20000 standards. Incident management encompasses logging of the incident to the incident logging system and also escalation of the incident (to higher level support project teams, domain experts, and customer/NCS management) together with incident tracking, until resolution and closure.

## Centralised Fault and Performance Monitoring of the Customer Network Infrastructure

Leveraging on the best-of-breed monitoring products, NCS provides proactive fault alerting, identification and isolation for a faster response and fault resolution. The performance monitoring offers real-time and historical information on device resource utilization and performance. While assisting in future capacity planning, it also identifies areas of the infrastructure with potential performance issues.

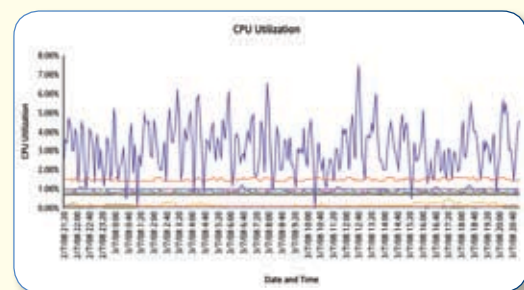
## Standardized and "Best Practices" Processes

NCS offering of IT Managed Services enhances the customer's overall business value. The values based

approach delivers optimal performance while reducing costs. NCS delivers ICT services to customers with holistic approach using processes that are aligned with IT Service Management (ITSM) framework. Customers can establish end-to-end processes that adheres closely to ISO 20000 IT Service Management standards and aligned with IT Infrastructure Library (ITIL) suite of Service Support and Service Delivery best practices in carrying out procedures and processes for IT service management such as Change Management, Problem Management, Service Level Management, Network Management, etc. Customer's IT operational efficiency is enhanced by adopting the process oriented approach in providing new IT services covering full cycle including requirement analysis, infrastructure design, construction, implementation, commission and operations. This improves service level commitment and ensures faster incident resolution.

## Real-time Reporting

Day-to-day operation of the network, change and configuration management. Experienced Engineers will be working on the complex troubleshooting, resolution and recommendation of network incidents and problems; and complex configuration of network.



## Benefits

- Single point of accountability with 24x7 operations support
- High availability of the network resources due to proactive monitoring and management
- End-to-end service level commitment with better service delivery and faster incident resolution
- Proven Technology: Enterprise Class and Best-of-Breed tools that are platform-independent, providing a unifying architecture for all networks
- Zero Capital Investment: Subscription based service model
- Real-time Information: Centralised Management Portal to view the near real-time performance information
- Services can be implemented within a short period
- Focus on Strategic Business Goals: Outsourcing of daily operations of IT Infrastructure Management to NCS' team of experts
- Reduce operation expenses: Tap on NCS' pool of resources and range of services, to further improve operational efficiencies



**NCS Group is a leading information technology (IT) and communications engineering service provider more than 7,000 staff in over 10 countries across the Asia-Pacific and Middle East regions.**

**NCS has in-depth domain knowledge and unique delivery capabilities which focus on defining, realising and sustaining Business Value for its Customers via the innovative use of technology.**

**With proven expertise in consulting, development, systems integration, outsourcing, infrastructure management and solutions gained while serving government and commercial organisations across the regions, NCS delivers end-to-end support for every organisation's technology needs.**

**Headquartered in Singapore, NCS is a wholly-owned subsidiary of the SingTel Group.**

**For more information, please visit <http://www.ncs.com.sg>.**

### **what you can do**

Contact NCS today! Discover how you can effectively engage NCS, and leverage on our proven solutions, expertise, experience, methodologies and partnerships for business advantage and real value.

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