

WHAT'S THE OPPORTUNITY?

GNOC and SME NOC

- Run managed services with 100-percent operational excellence.
- Create a unique customer experience with the right systems, processes and technology.
- Morph from being break-fix guys to high-end solution consultants.
- Experience a better way to drive in more cash flows and recurring revenue.

cNOC

- Think beyond hardware sales: Monitoring and management services can be offered by VARs on all Cisco environments with 100-percent compliance, reporting, incident, configuration, problem and alert management.
- Untapped higher-margin, differentiated service potential is available.
- Downtime and SLA breaches can directly hit bottom lines; therefore network reliability and security become essential.

RSA

- Unplanned projects and routine system administration activities do take up a lot of time, effort and resources.
- If outsourced, a VAR could let the top talent in his organization focus on high-end consultative selling.

	Customer Pain	How to Spot the Opportunity:
GNOC and SME NOC	<ul style="list-style-type: none"> • Solution providers are spending too much time fixing basic IT systems and managing all the tools. • Selling a differentiated solution is tough when their top talent is struggling with day-to-day IT troubleshooting. 	<ul style="list-style-type: none"> • VARs hiring consultants or in-house resources to support their customer's IT environments. • VARs looking to reduce the time and effort that in-house staff must devote to maintain their customer's infrastructure. • VARs unable to allocate 24/7 domain expertise to solve a customer's IT issues.
cNOC	MSPs are having trouble with supporting and allocating domain experts on a 24/7 basis to resolve network and voice infrastructure issues.	<ul style="list-style-type: none"> • VARs hiring in-house network resources or hiring consultants to support their customer's Cisco infrastructure. • VARs wanting to reduce time and effort that in-house staff must devote to network maintenance. • VARs unable to allocate 24/7 domain experts to solve network and voice infrastructure issues. • VARs dealing with customers who have large environments with Cisco network device counts ranging to up to 50 devices or more.

	Customer Pain	How to Spot the Opportunity:
RSA	Although most remote monitoring and troubleshooting is covered under traditional service scopes, there are always emerging system administration needs such as firmware upgrades, exchange migrations, database administration, backups and restores, etc., which sometimes need to be addressed.	<ul style="list-style-type: none"> • VARs hiring resources or consultants to perform routine system administration tasks for their customers. • VARs looking to maintain a lean managed-services model with minimal resource overhead.

Who has the problem?

GNOC and SME NOC

- MSPs who are managing multiple customers with complex/distributed IT environments—sometimes across multiple geographies.
- The MSP operations model has many unfamiliar mines—pricing, packaging, SLAs, reporting and onboarding.
- Do-it-yourself solutions are viewed as too risky, complicated and slow in time to revenues.

cNOC

- Customers who have made significant investments in Cisco-related network infrastructure but are struggling to manage it efficiently.
- MSPs unable to provide 24/7 support to multiple customers running complex Cisco environments.

RSA

- VARs who are maintaining large and complex IT environments for their customers.

What's the Benefit of Solving the Problem?	
GNOC and SME NOC <ul style="list-style-type: none"> • Lower TCO and uptime thereby reducing focus on daily firefights • Predictable costs • Increased focus on high end/strategic IT projects 	<ul style="list-style-type: none"> • Flexible service packages to support multiple IT environments • Completely platform- and tool-agnostic solutions to support multiple end customers
cNOC <ul style="list-style-type: none"> • Detailed discovery and reporting of entire Cisco infrastructure • Monitoring and proactive remediation of issues • Bandwidth utilization • VOIP QoS (synthetic transactions) 	<ul style="list-style-type: none"> • Device performance • Configuration backups for risk mitigation from failures • 24/7 expert coverage • 100-percent compliance with performance and capacity management
RSA <ul style="list-style-type: none"> • Helps to accomplish one-off tasks/on-demand projects when there are bandwidth and resource issues within the customer's organization • Helps to reduce overhead by using a cost-effective solution to handle on-demand IT jobs 	<ul style="list-style-type: none"> • Helps to maintain a lean-functional-flexible engagement model without much resource and capital investment

What Is NetEnrich's Service?

GNOC offers private-labeled managed services with a high-end 24/7 NOC. Well packaged solutions are offered to meet the needs of diverse customers.

Basic services:

- | | |
|-------------|-------------------------------------|
| 1. Gold | 3. Platinum + |
| 2. Platinum | 4. Remote Network Device Management |

Services: 24/7 monitoring and alert escalations, reviewing backups, defragmenting hard disks, deleting temporary files, preventing viruses, reducing spyware

- cNOC services offered through Ingram Micro help to monitor and manage VoIP network infrastructure by Cisco certified administrators.
- cNOC service is designed for small and midsize customers and is available in two packages: CNOC Assist and CNOC Complete. This is a unique service offering that provides VARs with complete management of their customer's Cisco based networking infrastructure, including data and VoIP systems.
- The service is delivered in two levels, providing the VAR with the flexibility to perform remediation in-house or to opt for a completely managed solution

- Remote System Administration Services offered through Ingram Micro will help you to assign projects not covered under the traditional scope of service.
- These include server provisioning, exchange migrations, Windows 7 and firmware upgrades, etc.
- Services can be purchased from NetEnrich by subscription or on demand.

Our Value Proposition

GNOC and SME NOC

- NetEnrich gives VARs and solution providers more control over their businesses and service quality.
- It provides infrastructure management capability to VARs who would not be able to invest in a NOC or help desk.
- Complete IT-as-a-Service experience with sophisticated world-class, enterprise-class systems and tools, top-certified engineers and state-of-the art technology.

cNOC

- Provides a single NOC service provider who can support entire network: data, voice, escalations to ISP and Cisco TAC support.
- Provides a technical back-end extension to support customer's IT staff.
- Provides a single technology deployment, which will provide the VARs with complete insight into the health of the network.

RSA

- MSPs can now purchase buckets of hours either on subscription or on demand and apply it toward multiple end customers to meet emerging project needs not scoped out in the SLA. Purchased RSA hours never expire.
- RSA hours can also be used for non-GNOC customers.
- All projects are ticketed and have audit trails and necessary reporting.
- Advance level of support—L2 and L3 engineers—always available.
- SLAs and service requests are jointly discussed to meet specific customer/project needs.

Our Value Proposition

GNOC and SME NOC

1. **Technology:** fundamental enabler of our RMM services; NetEnrich services gateway and N-care agents—technology platforms deployed in the customer’s environment
Robust ticketing and alert browsing, detailed portals and dashboards, seamless integration with all PSA systems
2. **People and Processes:** 24/7 NOCs staffed by certified engineers. Strict adherence to ITIL, ISO27001, SAS70 and other standardized processes

cNOC

1. NetEnrich services gateway offered for multiple locations and services such as cNOC, Windows/Linux management services
2. Automated device discovery and configuration changes
3. Complete access to all monitoring data through the customer portal
4. Compliance reporting and provision of topology maps. Access to real-time information on the utilization of network devices

RSA

1. 24/7 availability of NOC and certified engineers to deliver on-demand system administration work on network infrastructure and other devices

Contact Information

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In Canada, email services@ingrammicro.ca or call (877) 755-5002.

Visit www.ingrammicro.com/seismic for details.