

Enhance Network Performance

Exceed your performance goals and increase customer satisfaction with network management services from the Fujitsu Network Operations Center (NOC). You can experience quicker time-to-market, increased network availability, and better cost-efficiencies, which free you to focus on core business activities.

Our NOC services offer a full range of network fault and Performance Monitoring (PM) features with connection services for transport and data Network Elements (NEs).

Primary or Supplementary NOC Capabilities

By using our reliable NOC facility to serve as either your primary or supplementary network operations resource, you can allocate your resources more effectively and cut costs without sacrificing network stability or endangering revenue-based services.

If you already have a NOC, Fujitsu provides supplementary NOC services to support you after traditional business hours or as a business continuity partner. By having a trustworthy NOC partner, your operations will not go down in an emergency—they will seamlessly cut over to the Fujitsu NOC for secure, dependable monitoring. You cut costs even more by allowing Fujitsu to supplement your network operations evenings, weekends and holidays.

Full Suite of Customizable Services

With our selection of comprehensive NOC service packages for primary or supplementary NOC services, you choose exactly the amount of support you need. With each NOC package, you receive critical 24 x 7 x 365 surveillance, condition notification, and Data Communication Network (DCN) management monitoring so you will know immediately if there is a problem within your network.

With the Fujitsu NOC *alarm isolation and resolution* feature, we isolate and resolve network issues before they even occur. Our engineers respond immediately to identify, isolate, diagnose, resolve and restore your network to minimize traffic interruptions.

Performance management services provide monitoring and reporting capabilities on network effectiveness and equipment performance based on your Quality of Service (QoS) and Service Level Agreements (SLAs).

As part of our *third party management* service, Fujitsu also contacts your vendors and customers directly as specified in your SLA without tying up your valuable resources. This service allows Fujitsu to request action from your vendors if there is a problem and lets your customers know the network status to support your SLAs.

Other key services include *configuration management* which collects, maintains and restores NE configurations and *circuit resource management*, which maintains network configuration, circuit and customer information, as well as provisioning services within your network. *Circuit resource management* includes network circuit design, inventory and connections.

The Fujitsu *inventory management* service maintains a part number database (with issue numbers) of network parts on a per NE basis. To keep your network up-to-date, we provide convenient remote *Move, Add and Change (MAC)* updates which may include adding new SONET OC-n signals, element provisioning, cross-connect changes, Virtual Local Area Network (VLAN) changes and voice switch provisioning and coordination.

With our *customized automated reports*, you have the autonomy to efficiently manage your network and view data by sorting it and analyzing trends by field selection or various other criteria. Customized automated reports include PM, trouble ticket reports and other items.

Expertise to Match Your Needs

Maintaining high customer satisfaction levels and meeting SLAs requires 24 x 7 x 365 management and monitoring of your revenue-generating network. Our experts provide the competitive advantage necessary to maximize your network and existing resources. Whether you require primary, round-the-clock management or additional resources to supplement your staff, we provide the experience you need to manage a successful network.



- 24 x 7 x 365 Monitoring
- Customized Packages
- Performance Reporting
- Ensure Network Reliability

NOC Packages

Feature	Basic Package	Deluxe Package	Premium Package
Expert 24 x 7 x 365 Surveillance	✓	✓	✓
DCN Management Monitoring	✓	✓	✓
Condition Notification	✓	✓	✓
Alarm Isolation & Resolution		✓	✓
Performance Management		✓	✓
Configuration Management			✓
Circuit Resource Management		Limited to support MAC	✓
Move, Add, Change (MAC)	Per PO	12 Annually	Unlimited
Inventory Management			✓
Third Party Management			✓
Customized Automated Reports			✓



World-Class Facility Simplifies Maintenance and Troubleshooting

Our 5,800-square-foot, state-of-the-art NOC facility in Richardson, TX, provides the highest possible security and availability by using federated domains, hot-swap redundancy, geographically dispersed back-up operations and four-layer security.

Contact your Fujitsu sales representative for more information on how to order NOC services.

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