

# OUTSOURCED NOC SERVICES

YOUR OWN SCALABLE VIRTUAL NOC - FULLY RESOURCED AND EXPERTLY SUPPORTED, 24/7

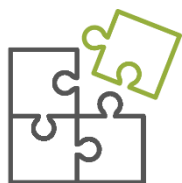
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**NOC**  
ALWAYS ON.



**SOC**  
ALWAYS SECURE.



# HELPING YOU DESIGN, DEPLOY, & RESOURCE YOUR ICT ENVIRONMENT

In a customer-driven world, delivering a world-class 24/7 NOC experience your users demand requires a big investment in skilled resource, processes & technologies.



**AGILE  
COLLABORATION**



**SIMPLIFY  
COMPLEXITY**



**24x7x365 NOC  
SERVICES**

Contact's outsourced NOC services help you flex and scale your ICT environment through highly skilled technology and support, extending your capabilities with on-demand Enterprise IT services – at a fraction of the cost of building your own 24/7 Virtual NOC.



## AS MUCH OR AS LITTLE SUPPORT AS YOU NEED

Operating 24x7x365 from our Tier 3 UK data centre, Contact's experienced NOC team provide multiskilled, three-tiered professional support, with extensive experience of complex network, cloud and hybrid infrastructures.

## STATE-OF-THE-ART UK NOC

Contact Ltd. and its operations are entirely ISO27001-accredited, providing our clients with the assurance that their service solution is being supported by true professionals.















# OVERVIEW OF vNOC SERVICES

Contact's vNOC services provide scalable, on-demand Enterprise IT-as-a-Service, allowing your business to focus resource where it really matters.

The vNOC service can act as a complete IT department or supplement your existing IT team to provide technical escalation.

## SERVICE SUMMARY

 <p>FULLY OUTSOURCED IT- AS-A-SERVICE</p>	 <p>NETWORK ARCHITECTURE &amp; DESIGN</p>	 <p>TURNKEY DEPLOYMENTS</p>	 <p>INFRASTRUCTURE MANAGEMENT</p>
 <p>NETWORK &amp; PERFORMANCE MONITORING</p>	 <p>MOBILE DEVICE MANAGEMENT</p>	 <p>PATCH MANAGEMENT- AS-A-SERVICE</p>	 <p>DATA CENTRE SERVICES</p>
 <p>SYSTEM ADMINISTRATION</p>	 <p>MACD REQUESTS</p>	 <p>3RD-PARTY VENDOR MANAGEMENT</p>	 <p>IT HELPDESK</p>



## VNOC CREDITS

Contact's vNOC service is based on a highly flexible credit system. Clients pre-purchase credits which enable them to obtain a highly personal, skilled remote NOC resource 'on-demand' to assist them with both small and large tasks.

STANDARD BUSINESS HOURS 8am to 5.30pm, Monday to Friday (excluding UK Bank Holidays)	
Standard business hours	1 credit/hour
	N/A

PLATINUM HOURS 24/7 - 365 days a year	
Standard business hours	1 credit/hour
Out-of-business hours	2 credits/hour

Clients can select a vNOC credit package sized to their anticipated requirements over the course of a year. In addition, to maximise value, Contact offers contract lengths from 1 to 3 years with the cost per credit reducing for 2 and 3-year contract terms.

[REQUEST CREDIT PRICING >>](#)

# ABOUT CONTACT LTD

Contact Ltd. is a government-approved Cyber Security and IT Managed Service Provider, operating 24/7 from our NOC/SOC, located at the heart of our high security Tier 3 data centre in Northampton, UK.



## ISO27001 TIER 3 UK DATA CENTRE

Operating 24/7 from our high security Tier 3 Data Centre, Contact and its operations are entirely ISO27001-accredited, providing our customers with the assurance that their service solution is being supported by true professionals.

## 24/7 SUPPORT

Contact has a multiskilled, three-tiered professional support team, providing 1st and 2nd line support to clients. Our dedicated support team provide expert support to our clients 24/7, escalating support tickets where necessary.

## NOC/SOC teams located within our UK data centre.

Contact, your preferred Cyber Security & Network Management Partner



High Security  
Tier 3



ISO27001-  
Accredited



Always On.  
24x7x365

