

NETWORK OPERATIONS CENTER (NOC) AND END USER HELPDESK

We maintain a full Network Operations Center in our Baton Rouge Data Center and Corporate Headquarters that's built to address our customers' changing needs.

Our NOC is manned by a team of Tier 1 support staff that handles all incoming support requests and can escalate to Tier 2 and Tier 3 teams of high-level support engineers to handle any issues from your desktops to our data center services as well as your internet circuits, and more.

OUR HELPDESK AND NOC ARE RUN ON PROVEN SYSTEMS

- Connectwise
- LabTech
- PRTG

OUR PROCESSES FOLLOW INDUSTRY ITIL STANDARDS

- ITIL practices for incidents, service requests, and problem management
- 24x7 NOC staff monitoring

OUR ENGINEERING TEAM IS HIGHLY CERTIFIED

- Certificate of Supervisory Techniques
- Certified Public Manager
- Knowledge-Centered Support Principles Professional Certification
- HDI® Support Center Director Professional Certification
- ITIL® Version 3 Foundations Certification
- ITIL® Version 3 Service Strategy Certification
- ITIL® Version 3 Service Design Certification
- ITIL® Version 3 Service Transition Certification
- ITIL® Version 3 Service Operation Certification
- ITIL® Version 3 Continual Service Improvement Certification
- ITIL® Version 3 Managing Across the Lifecycle Certification
- ITIL® Version 3 Intermediate Certification
- ITIL® Version 3 Expert Certification
- Service Excellence: The Gateway to Public Approval
- PRINCE2™ Foundations Certification
- PRINCE2™ Practitioner Certification
- PRINCE2™ Registered Practitioner Certification
- MoR® Management of Risks Certification
- MoV™ Management of Value Certification
- MSP® Managing Successful Programs Certification
- MSP® Managing Successful Programs Registered Practitioner Certification
- MOP® Management of Portfolios Certification
- IABSM Service Value and Quality Management Certification
- P3O®, Portfolio, Program, and Project Management Offices
- Members of HDI, formally Hep Desk Institute AFCOM

OUR TICKETING PROCESS AND IT SERVICE MANAGEMENT ARE BEST-IN-CLASS

Our teams handle 1,400+ incidents per month and 200+ service requests by following this process.

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