Network Performance Monitoring & Support

24x7 Real-Time Monitoring and Support for Remote Sites

ITC Global manages complex networks for more than 1,600 mission-critical remote sites around the world. Our Network Operation Centers help maintain the highest levels of network performance, guaranteeing the reliability and availability of a customer's communications solution, no matter where they operate. With a strategically located team of highly skilled, dedicated NOC staff, ITC Global delivers proactive, real-time monitoring, 24x7 technical support and prompt coordination of support activities.

Complete Network Management

Our online Customer Portal provides direct access to comprehensive network performance, enabling transparency through reporting and complete visibility.

Customer Portal Provides Direct Access to Network Performance

- Suite of network monitoring and reporting tools, enabling real-time visibility of the communications link for both proactive troubleshooting and management reporting
- Network management dashboard customizable to client specifications including automated reporting, telemetry data and accurate position/site track reporting and displays
- Detailed data on closed or currently open incident tickets and service requests
- Allows clients to access archived statistical data to analyze anomaly conditions and perform trend analyses
- Complete transparency with direct access to view and manage network performance data in real-time

Transparency Through Complete Visibility

- Simple and secure online log-in
- Accessible via mobile device and tablet
- No added costs to customers
- Site interface design and branding can reflect corporate preferences
- Customized views and reporting capabilities available

CUSTOMER SERVICE AND SUPPORT

- **24x7 proactive network management**
- **Highly experienced technicians on staff in 3 Global NOCs in Houston, Sion and Perth**
- **Level 3 support via Global Engineering team**

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Customer Portal Delivering Real-Time Data

Enabling Customer Visibility & Control Over Networks:

- Real-time status to open incident tickets
- Real-time statistics available from remote site every 60 seconds
- Site Up/Down status
- Asset Geo location tracking
- Heading and speed
- Service Utilization
- Bandwidth & IP traffic stats
- SNR & latency
- Network availability
- Information on major events (network maintenance, teleport and solar events)
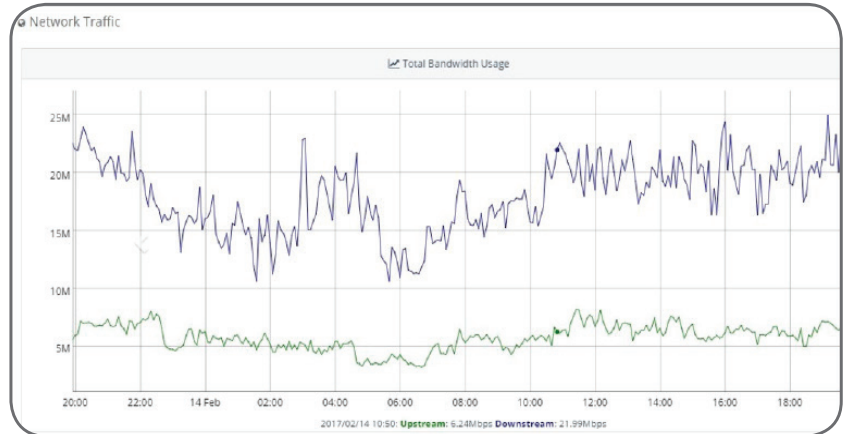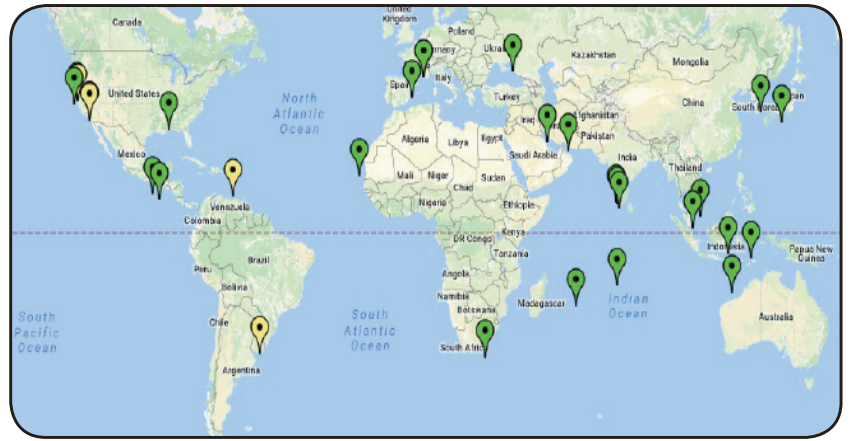
Customized Dashboard Views: Customer Site Map and Total Network Traffic
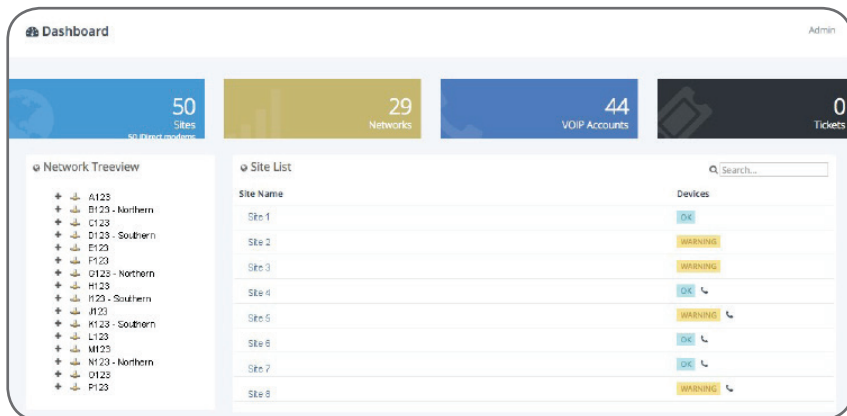
Customer-Driven Enhancements

- Beam-switching views
- Real-time statistics
- Modular system – 'widgets' can be rearranged, customized or removed based on client requirements
- Flexibility by customer – template allows customized views
- User-friendly business tool - eliminates time-consuming research
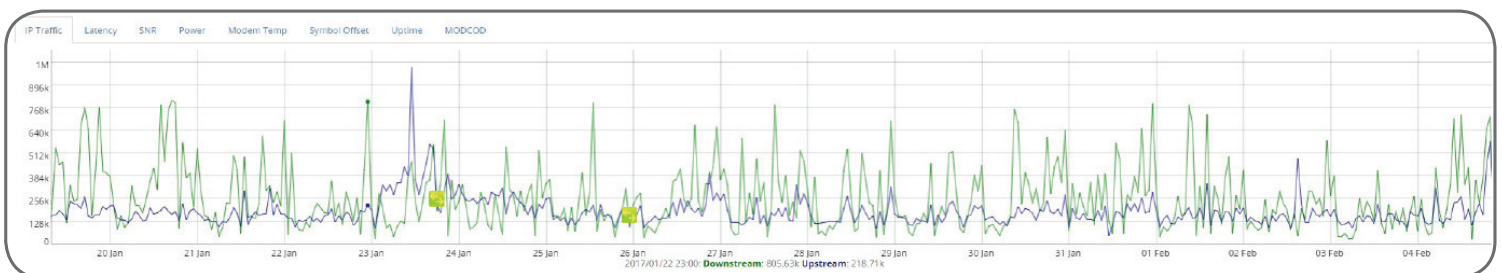
Dashboard & Beam-Switching Views

To learn more about ITC Global, visit www.itcglobal.com or email us at sales@itcglobal.com.

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