



NOC365

G-CLOUD 15

MANAGED SERVICES
SERVICE DEFINITION



CLOUD SUPPORT AND MANAGED SERVICES - SERVICE DEFINITION

The following packages are available as part of our cloud support and managed services offering. The packages can be tailored to suit business requirements.

- ☐ **24x7x365 REMOTE MONITORING** - This is a monitoring only service, which provides reports & alerts to the Customer. NOC365 will provide proactive and reactive monitoring and alerting function either by email or by logging on the customer portal.
- ☐ **MANAGED IT SERVICE (OS LAYER)** - This is where we manage all the components up to and including the operating systems (i.e. we are responsible up to CTRL + ALT + DEL). The customer then manages all the applications layered on top of this (i.e. Exchange, Intranet, etc.). Monitoring and patching are included for the operating System only and are not extended to the applications installed on the managed server or workstation.
- ☐ **FULLY MANAGED IT SERVICE** - This is where we fully manage all your infrastructure. This service includes hardware firmware and OS upgrades. All day-to-day management activities are included with this service such as expanding storage volumes or LUNs on servers or on storage devices. In addition, all configuration tasks are included as well. Customers are not required to manage any aspects of a fully managed IT infrastructure.

ADDITIONAL SUPPORT / PROFESSIONAL SERVICES

Where extra assistance is required that is not covered by the standard service, customers may purchase this at the rates shown in the SFIA rate card.



ABOUT NOC365

NOC365 was formed by a group of senior engineers and consultants with the belief that a small technology-focused business could succeed by truly engaging with customers, delivering business aligned solutions and building a business that would draw some of the best technical capability in the country without the constraints of a traditional sales led organisation.

At NOC365, we have a great team of people working at our office based in Blackburn. Everyone at NOC365 is committed to delivering you excellent customer service, and we think of ourselves as a seamless extension to your team. Choosing to work with NOC365, is choosing to work with a team of professionals who are experts in their field and will deliver solutions that meet your business requirements.

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