

COMARCH NETWORK OPERATIONS CENTER

New quality in terms of customer support



COMARCH NETWORK OPERATIONS CENTER

Comarch Network Operations Center is a comprehensive solution as a single point of contact with the client (SPOC - Single Point of Contact) that provides technical support for the IT monitoring and Service Desk. Comarch NOC comprises powerful functionalities, automated systems and tools for monitoring and visualization of the client's IT services. At the same time NOC is a team of engineers, specialists in various IT fields who supervise the work of dedicated systems and devices that support incidents in accordance with a set of best ITIL practices, responsible for the timely delivery of work and for their coordination and reporting.

Most Important Functions Of Network Operations Center



Service Desk

Service Service Desk provides multi-channel access 24/7 to a single point of contact for end-user.



ITIL - Processes and procedures

Incident management, problem management, change management, SLA management.



Notifications

We inform clients and verify the resources to fix the problem in the shortest possible time.



24/7/365 Monitoring

Complement the existing capabilities of your IT department or as a support for business continuity planning and disaster recovery.



Guaranteed SLA

For the provision of services at the highest level we guarantee SLA, which task is to maintain the level of service quality of service established between the Client and Comarch.



Event Analysis and Reporting

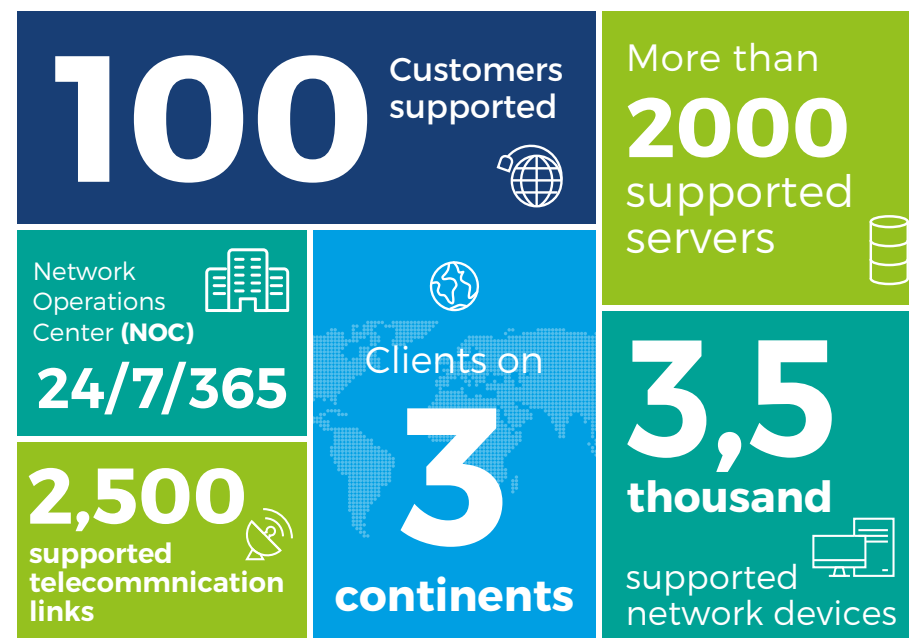
The service applies to both technical parameters and business services. Reports can be used to verify the availability of IT infrastructures and the assessment of its reliability, planning to upgrade or systems development

MOST IMPORTANT INFORMATION

Comarch Network Operations Center is the first line of contact for our customers and it is available 24 hours a day every day of the year. It was established as a Comarch response to the ever increasing customers' requirements regarding the level of quality of services and their scope.

The current scope of our services includes locations geographically dispersed on 3 continents. With the support of project managers, engineers, second line network engineers, and third line support (manufacturers), we are confident that we can tailor our services to the needs of each client and provide it with a sufficiently high level of service and compliance with the latest standards.

Our priority is the elimination of any potential threats, as far ahead of time as possible and preventing the occurrence of outages and failures of the client's IT infrastructure.



BENEFITS



Increasing the efficiency of your IT department by proactively monitoring your IT infrastructure



Improvement of power and flexibility of your IT department



Streamlining projects that are the core of your business



Increased security of your IT environment



The ability to plan ahead the extension or modernization of the IT infrastructure



Guarantee of business continuity helps optimize overhead



COMARCH

Comarch, a global software provider, also offers reliable services related to IT infrastructure. Comarch outsourcing gives customers access to thirteen Data Centres located all around the world. Extensive international experience and the number of international offices allows the company to offer nearshoring services. The flexibility of our solutions convinced global brands, including Thomas Cook, Heathrow and BP, to establish a long-term cooperation with Comarch. For 23 years, the company has helped them to optimise business costs by using the latest technologies and ensuring the highest data security standards.