



ALL COVERED

NETWORKS OPERATIONS CENTER AND CUSTOMER HELP DESK

Our centralized NOC and help desk provide your company with three key benefits that will ensure that you get the top-quality support that you expect from All Covered. In addition, all of our NOC and help desk engineers are based in the U.S. and are All Covered employees.

NETWORK OPERATIONS CENTER

The Network Operations Center (NOC) is the early detection system that All Covered uses for performance tuning and fault monitoring of your IT network. The NOC is staffed around the clock with engineers who take care of all remote services including: maintenance, patch management, device reboots and also track monitoring systems for alerts that indicate trouble with servers, routers, switches, firewalls, and applications. When a problem is detected, engineers assess the information and perform basic troubleshooting, classification, prioritization and issue escalation.

REMOTE SUPPORT CENTER

The Remote Support Center and Help Desk is responsible for the troubleshooting and resolution of all client support issues. Our Help Desk provides level one, level two and level three technical support using technicians and engineers trained and certified in the latest vendor technologies including Microsoft, Apple, VMware, Cisco, Citrix, and others. Our Help Desk is available 24x7, 365 days per year and is easily accessed via telephone hotline, email, chat, or via the All Covered Client Portal. In addition to user-initiated requests, the help desk also handles support requests from your local All Covered engineering team and escalated issues from the All Covered NOC.

THREE KEY BENEFITS OF ALL COVERED REMOTE SUPPORT TEAM:

- **Dedicated Resources**
With our help desk, each client directs all of their technical communications and support needs to a core team of engineers and support staff dedicated to service a specific group of clients. The team will triage the request, start a support ticket and assign it to the appropriate team resource to see the incident to resolution.
- **Faster Resolution**
Our NOC and Support Center staff work at custom designed facilities located in different physical locations in the U.S. to help ensure optimal availability. Each team is fully engaged in all alerts, inbound calls and messages via common tools. Issue escalation is seamless through our nationwide support system.
- **Improved Quality Control**
Because the NOC and client help desk staff work as teams in centralized collaborative work areas instead of individual offices, it's easier for management to ensure that everyone has the information and tools they need to fulfill request tickets with the quality support that you expect.

Contact All Covered Toll-Free Nationwide at **866-446-1133** or visit **www.AllCovered.com**

