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SOLUTIONS BRIEF

LIGHTSTREAM NOCaaS
SIMPLIFY NETWORK OPERATIONS & MANAGEMENT

SCAN ME

Free up resources, reduce staff fatigue, and improve network uptime and performance with Lightstream's NOCaaS; a 24x7x365 network management & monitoring solution that will bring you peace of mind.

LIGHTSTREAM
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Let us tell you more about the amazing things we do.

NOCaaS Overview

In the dynamic landscape of today's business world, maintaining a network that is not only efficient but also secure and perpetually available is paramount. Lightstream's Network Operations Center as a Service (NOCaaS) stands as a transformative solution, offering round-the-clock, 365-day monitoring and management for your business networks.

Recent data underscores a compelling shift toward the adoption and strategic planning of network monitoring and management solutions by organizations.Remarkably, nearly half of IT managers confess to lacking a comprehensive understanding of their current network health and infrastructure. The deficiency in network health and visibility within contemporary IT setups is often attributed to the absence of modern tools for monitoring health of your network, incomplete network documentation, workforce turnover, resource constraints, and the persistence of legacy components.

Two Tiers of Service

Carrier Management

- Proactive monitoring of carriers & ISPs

- Triage/isolation of system failure events

- Opening of tickets for network failure, escalation and drive to resolution

- Event correlation to identify and remediate chronic carrier issues

- SLAs that include carrier follow-up and updates

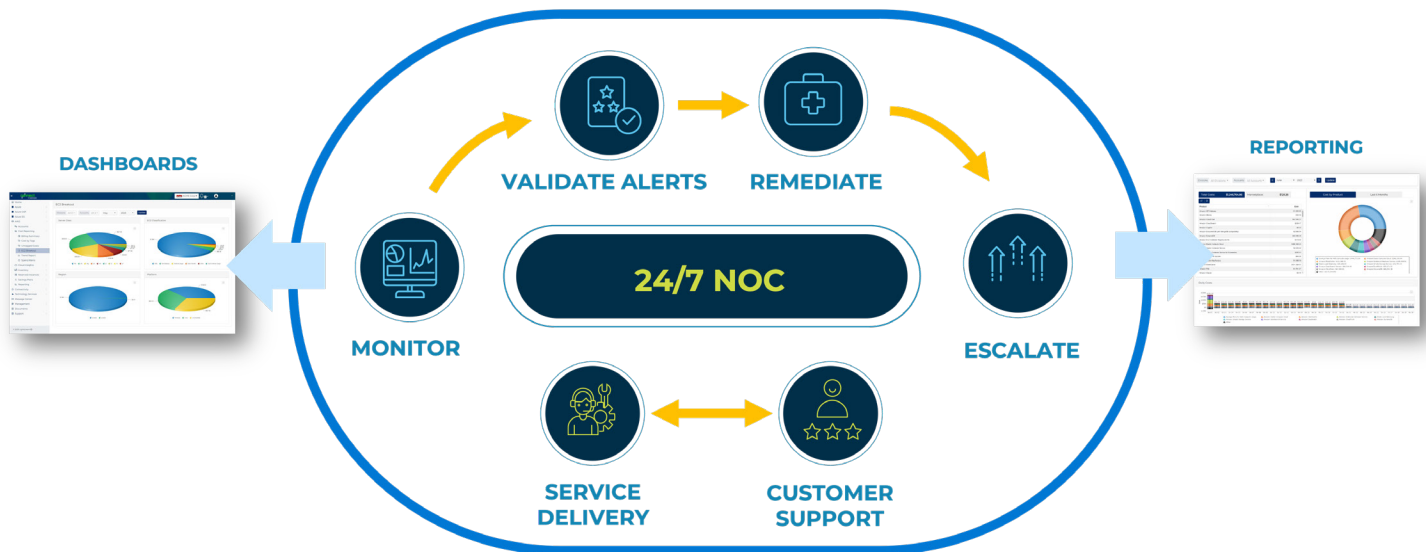- Monthly reporting / quarterly reviews

Device Management

- Includes all components of carrier managmenet, in addition to:

- Proactive monitoring of network devices

- Management of network infrastructure devices

- Incident management of connected network elements for all issues beyond carrier management

- Customizable configuration management, change management and break/fix of the managed device

KEY BENEFITS

Join forces with Lightstream for a tailored partnership that offers a versatile solution—fully adaptable to your unique needs. Our expert team is ready to assist in reshaping your IT infrastructure into a sleek, cost-efficient, high-performing network. Elevate your business operations and safeguard your digital assets with us. The future of your IT landscape awaits transformation, and we're here to make it happen together.

DASHBOARDS

REPORTING

VALIDATE ALERTS → REMEDIATE

24/7 NOC

MONITOR

ESCALATE

SERVICE DELIVERY ↔ CUSTOMER SUPPORT

NOCaaS FEATURES

- **24x7x365 Health Monitoring & Remediation:**
Enjoy peace of mind as vigillant eyes are constantly watching over your entire network and devices.

- **Carrier Management:**
We'll watch over your carrier & ISP services and give you a complete view of your entire network inventory and the status of adds, moves and changes.

- **Device Management**
Includes the Carrier Management features and the ongoing mangagement of your servers, routers, switches, firewalls, and SD-WAN equipment.

- **Reports & Dashboards**
Take advantage of comprehensive dashboards, analytics, & reporting tools.

- **Lightstream's Experience:**
Leverage Lightstream's 20+ years of extensive experience and expertise in advanced networking, management & monitoring.

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KEY BENEFITS

✓ **Enhanced Network Performance:** Proactive real-time monitoring and management for minimized downtime and optimized effciency.

✓ **Improved Uptime:** Maintain continuous vigilance for network disruptions and security threats, ensuring high network availability and reliability.

✓ **Rapid Incident Response**: Take swift action on network incidents to minimize business impact, protecting against financial losses from network disruptions.

✓ **Cost Savings:** Enjoy significant financial advantages over in-house network operations with customizable service plans tailored to fit your specific needs.

✓ **Access to Specialized Expertise:** Leverage a team of experts skilled in network security and optimization, eliminating the need for internal training and hiring.

✓ **Scalability and Flexibility**: Effortlessly adapts to your growing or changing network infrastructure, seamlessly integrating with your business operations.

✓ **Focus on Core Business Activities**: Liberate internal resources to concentrate on strategic initiatives, enhancing overall business productivity and growth.

✓ **Dedicated Account Support:** We will provide a Dedicated Customer Service Manager (CSM) for a single point of contact in supporting your account.

✓ **Regular Reporting and Analysis**: Access insightful reports for informed decision-making, employing a data-driven approach for continuous network improvement.

✓ **Compliance:** We'll help you adhere to industry standards and regulatory requirements, reducing legal and financial risks.

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**Powered by Security
Driven by Results**

About Lightstream

Lightstream is a leading IT integrator specializing in cybersecurity, cloud computing, and global connectivity solutions. With over 20 years of experience, we have been trusted by companies of all sizes, including national chains, to provide exceptional network integration services. Our cybersecurity solutions include cutting-edge offerings such as EDR and managed firewall solutions, ensuring the protection of your valuable data and systems from emerging threats.

In the realm of cloud computing, we offer comprehensive services encompassing cloud management, optimization, and security. Our proprietary software, Lightstream Connect™, consolidates cloud and connectivity vendors into a unified platform, simplifying management tasks and providing critical insights. Additionally, our FinOps managed service helps optimize cloud spend, maximizing cost-effectiveness while ensuring optimal performance and resource allocation.

Partnering with top cybersecurity technology leaders, global carriers, network service providers, and cloud platforms, we deliver tailored solutions to meet your specific requirements. Lightstream is dedicated to empowering businesses across various industries, including hospitality, high-tech, retail, manufacturing, and healthcare, with transformative IT infrastructure improvements. Choose Lightstream as your IT integrator partner and experience unmatched expertise, personalized service, and transformative solutions for your digital journey.

For a one-on-one consultation to discuss how we can help you transform your digital infrastructure, <u>contact us now</u>.