GCX
MANAGED SERVICES

NOC OUTSOURCING

SUPPORTING YOUR OPERATIONS – ALLOWING YOU TO FOCUS YOUR ATTENTION WHERE ITS NEEDED MOST.

Delivering a NOC shouldn't prevent you from driving the technology strategy that will innovate and grow your business, and yet; all too frequently, IT managers get caught up in tooling and staffing support activities to the detriment of complementing the growth objectives of the business. Many teams simply don't have the structure or the skills to have a 24x7 IT operation, this can lead to strategic initiatives been held back whilst key staff are drafted in for support activities. GCX helps businesses implement NOC support operations - with a range of options from augmenting your existing IT operation through to a full outsource, GCX's NOC portfolio has been designed to blend people, process and technology to deliver optimal solutions.

THE GCX APPROACH

GCX recognise that our customers are looking for assured flexibility within their NOC services. Whilst some have the in-house capability to run their day time team and are looking for out of hours augmentation, others require their NOC services to be fully outsourced. The breadth of our NOC services backed by a deep knowledge of global network and security solutions not only cover both outcomes but delivers additional value as we can deliver complementary services around delivery, procurement and technical consultant-led services.

TRANSITION

GCX know that a weak transition from in-house NOC into a partnered NOC risks having a long term detrimental effect on the NOC service. To mitigate this risk, GCX have a dedicated transition team with technical, process, systems and quality leads all managed by a transition manager. The goal of the team is to ensure that a thorough assessment of customer requirements is undertaken, the "as-is" NOC is benchmarked, all systems integrations are mapped, processes are clearly documented, teams are sufficiently built and skills and training are imparted so that the goals of the NOC partnering are achieved, likewise if the long term goal is to transfer the NOC, a transfer plan can be devised and updated during the tenure of the NOC partnering.

GOVERNANCE

GCX recognise that our NOC partnering solutions are an integral part of your IT operations and this means that strong governance is fundamental to the success of any NOC partnering. This is achieved through a tiered set of governance meetings built around an agreed cadence and with peer to peer stakeholder management. Further, we ensure that that our reporting suite is both transparent and acted upon by both parties.

GCX have over 20 years of experience operating global 24x7 NOC and SOC functions, over that time we have built up a knowledge base of systems and process capabilities that cover not only standard NOC processes, but also broader "interplay" topics of Quality and Problem Management, Service Delivery and third party performance management, global procurement and OEM management - all of these areas can be integrated with our NOC partnering services regardless of whether they are a shared or dedicated resource in order to deliver a broader solution.

CONTINUAL OPTIMISATION

Once the NOC transition has occurred, we will initiate a run phase that allows the perfection of ticket flows, the clarification of ownership demarcation and the setting of the service – this time period is when ticket flows are monitored to ensure that the service volumes are in line with the original scope, once this run period is concluded, the parties will assess whether any changes to volume banding are required, likewise the cost benefit analysis of any process or technical improvements can help reduce overall ticket count. This process is then continued on a quarterly basis throughout the lifecycle of the agreement and ensures that our customers can de-risk their NOC partnering decisions in the same way they could if their operation had been maintained in-house.

HANDOVER

Where customers are looking to ultimately transfer the NOC back to themselves at the end of the agreement, GCX will work with the customer throughout the lifecycle to ensure that a clear transfer plan is documented and transfer provide assistance at the end of contract.

WHY CHOOSE GCX?

GCX provide a flexible range of global services that can be as simple as assisting you to deliver and support your own NOC through to providing a fully managed outsource service. Our solutions are backed by a team of expert consultants who can assist on every step of your journey, whether it is design concerns like resilience or security, third party performance management, systems deployment and management we are there all the way with approaches that adhere to best practices and are standards led wherever possible.

Our global presence ensures that we can deliver and support whenever, wherever.