

## NWN Command Center

**Overview:** The NWN Corporation Command Center was established as a pivotal role in NWN's Managed Services offering, known as nCare™ Managed Services. Operating 24/7 from Waltham, MA., the remote monitoring and support center has been the first point of contact for nCare™ customers for over a decade.

### Customer Benefits:

- Phone and Email Support – Customers' IT staff can call or email the Command Center for Level 1 or 2 support at any time.
- Monitoring and Alerting – The Command Center monitors over one thousand devices around the world, and can alert on hundreds of system conditions.
- Immediate Remote Troubleshooting – Once a fault or incident has been identified, the Command Center can remotely connect to the device to immediately begin troubleshooting.
- Off Hours Maintenance – nCare™ customers enjoy the ability to perform maintenance on their enterprise systems during nights and weekends without hurting their IT staff's quality of life.

**Methodology:** For over a decade, NWN has consistently improved the Command Center's organization, training, and technology to provide the best managed services available. The Command Center follows the nCare™ methodology, which has these clear advantages:

- Defined Escalations – The Command Center team works closely with Level 2 and 3 engineers that are assigned to each nCare™ customer. Escalation for system outages is immediate, which ensures that qualified technical resources familiar with the customer environment are engaged quickly. Vendor escalation is through NWN's partner channels, which saves time.
- Defined Service Level Agreement – SLAs are in place to ensure NWN's performance and customer satisfaction. From the time a fault occurs to the time the root cause is solved, NWN monitors and measures team performance.
- Standard, but Custom – NWN's Service Matrix allows the Command Center's response to align specifically with each customer's needs, for each device, for any time of any day.

### NWN Difference

- Real 24/7 Engineering Support – The Command Center is staffed 24x7 by Level 1 and Level 2 trained engineers, as opposed to a call answering service, paging rotation, or non-technical staff. The average nCare™ representative has worked with NWN for over 3 years.
- High Close Rate – Because of their strong technical background and troubleshooting acumen, the Command Center engineers are able to close, on average, more than 65% of the cases they open.
- Strong and Responsive Technology – The Command Center team uses best in class monitoring and troubleshooting tools and techniques to ensure that faults are identified and resolved as quickly as possible.
- Redundancy – The Command Center is built not only to support customers when things go wrong but cope when things go wrong.
  - Redundant (wired and wireless) Internet
  - Redundant Power with Generator Backup
  - Redundant Monitoring Technology
  - Unlimited Incidents – NWN's support model allows customers to call as often as they like, whenever they like, without charging for each individual incident. This allows customers to call when they need to, rather than debate whether they need to call.

**NWN Corporation** provides clients with a complete range of networking services and solutions. Clients are offered premier products in the industry, tailored to their specific needs and situations from Cisco, Microsoft, HP, EMC and many others. NWN's nCare™ Managed Services provides a broad range of secure IT infrastructure managed services including:

- Enterprise Phone Support
- Server/Network Support Services
- IP Communications Support Services
- Proactive monitoring Services
- Security Services
- Desktop Support Services

**For more information** on NWN Corporation, it's services and locations please contact an Account Executive or visit [www.NWNIT.com](http://www.NWNIT.com).

