

TXO

Network operations centre (NOC)



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[TXO.com](https://www.txo.com)

Servicing 156 countries in 13 languages

Registered in England & Wales:

Company Registration No: 05479601

VAT Registration No: GB840431165



Our secure, in-house Network Operations Centre (NOC) offers full network monitoring visibility and quickly pinpoints the root cause of any problems before they can impact the availability of vital services.

Outsourcing NOC support is a great idea as it costs a fraction of the price of building your own.

Service highlights

- Operational 24/7/365
- Ticket & incident management
- Fault find & diagnosis
- Dispatch of field engineer (where required)
- Production of detailed performance reporting for our clients

Security

Only authorised personnel with card swipe access can gain entry to our NOC. Our team of experienced personnel run the NOC and each have UK security check (SC) accreditation. Our entire operation falls under the remit of ISO 27001 which covers data handling and security.

Certified and experienced

We are capable of monitoring all types of telecom networks including microwave, optical and IP.

Monitoring and reporting

Paessler PRTG software is the driver behind our NOC, which is commended by Gartner for network performance and monitoring. Maps and dashboards from this system are displayed on large screens within our NOC to ensure network topology is clear for the purposes of fault detection and resolution.

We deliver monthly reporting according to our clients' needs. All the usual parameters are available such as unavailable seconds (UAS), etc.

Responsive engineering support

Our NOC is integrated with our 24/7 customer service desk to ensure that should an event occur, a ticket is raised immediately and an engineer is assigned. In such cases, we'll notify the client about the status and ensure that the incident is managed appropriately, according to our SLA (service level agreement) and following ITIL (IT infrastructure library) guidelines.

Proactive approach

Our network operations centre allows us to take a long term view of system health and performance over time so that proactive steps can be taken before any unwanted defects arise that could disrupt your services. We are here to help.