

Integrated Operations Center

Optimizing the Performance of Your Mission Critical Systems



Around-the-Clock Support

Because keeping your operation running smoothly is your top priority, Secure-24's Integrated Operations Center's (IOC) top priority is providing superior customer support to help ensure your mission critical systems are running at peak performance.

Our analysts are focused on providing rapid resolution to your product and technical issues – in fact, it's our top priority.

You can't predict when you're going to need support. With the IOC, you get the support of an organization with the most comprehensive product, technical, and problem-solving expertise 24x7x365.

Secure-24 24x7 around-the-clock support means that no matter when you need assistance, we'll be there for you. You have access to real-time support for your real-time enterprise.

Using advanced data collection combined with statistical trending, we proactively identify issues before degradation in service occurs. Because

our experts drive the ITIL Continuous Improvement Cycle, our Cause Analysis cycles help to resolve problems permanently – including process and statistical controls to help ensure that the issue does not reoccur.

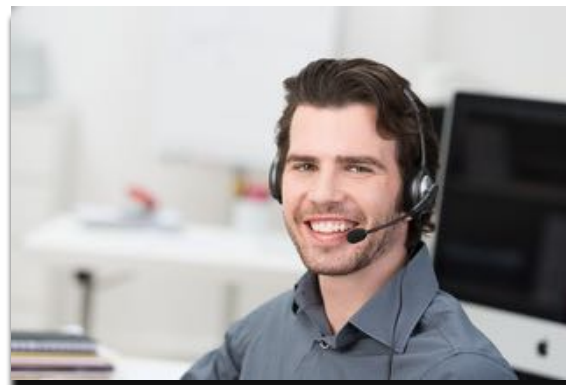
At Secure-24, reported issues don't "fall through the cracks".

Secure-24 has a Total Ticket Ownership (TTO) model, where both automated technologies and dedicated resources follow up to ensure client issues are resolved in a timely, expedient manner.

Beyond Help Desk Support

Most IT service providers have a Help Desk or call center. Secure-24 has an Integrated Operations Center (IOC). Though our IOC does handle incoming call and ticket volume based on client requests, the Secure-24 IOC model extends beyond traditional help desk support.

Our IOC works with network and system



monitors, and drives space and security alerts. The IOC uses systems such as: Tipping Point, SRX, Radware, and Log Rhythm – systems normally reserved for the third level of a support chain.

The IOC has three levels of technical expertise: Technical Support Representative, IOC Analyst, and a Network Operations Center Engineer.

We provide this full range of expertise 24x7x365. Our experts are focused on your rapidly resolving client issues - it's our top priority. When you contact the IOC, you speak to an experienced support analyst. Support tickets don't have to wait until the next day for resolution.

The IOC support infrastructure provides our teams with the tools, systems and information necessary to expedite the resolution of support issues.

Forward Thinking – Process Driven

The IOC is Secure-24's control center, not only addressing issues as they arise, but also preventing them. IOC experts proactively monitor all data center activity, security systems, applications, and even warnings of severe weather-related activities.

Day-to-day observations are combined with a detailed reporting suite that provides statistical trending. With the availability of intelligence, the IOC can detect and correct issues before they become mission-critical.

Our goal is to proactively detect deviations and correct them before they disrupt your business. Secure-24's IOC team has a proactive methodology leveraging advanced monitoring tools and highly experienced engineers.

When symptoms that denote possible future issues have occurred, the IOC has a dedicated Problem Investigation team.

The Problem Investigation Team performs a root cause analysis and implements solutions.



Continuous Improvement through Key Performance Indicators

Through commitment to continuous improvement, Secure-24 maintains a First Tier Resolution of 80-85%. Many service desks fall within the industry average in the 55-65 percentile.

With our ability to resolve 35% more issues, our organization prevents long waits for an unnamed "escalation point" to respond.

This superior customer experience translates into satisfied clients who remain Secure-24 clients, year after year.

In fact, Secure-24's 2015-2016 customer satisfaction surveys showcase a 98% satisfaction rate.

Our average speed to answer is under 30 seconds, month over month, with a post-SLA abandonment rate of under three percent.



Total Ticket Ownership

While over 80% of issues and requests are resolved by the IOC, the most complex incidents and service requests require Secure-24 engineers who specialize in specific technologies.

Secure-24's ticketing system creates a log of each issue categorized and ensures a time stamp. It tracks the ticket throughout the support chain.

Additionally, members of a Total Ticket Ownership team follow up with client teams at pre-defined thresholds to ensure that support tickets are not delayed at any point during the support process.

The Total Ticket Ownership program is an example of how Secure-24 goes above and beyond industry best standards to provide complete customer satisfaction.

ITIL Standards Compliance

Secure-24 uses ITIL as a standard to drive operations and to carry out our core values – quality service and continuous improvement.

Utilizing score cards for feedback, providing an up-to-date, easy to search knowledge repository for agents and analysts, to our advanced modeling and reporting, the continuous improvement cycle is the driving force behind the IOC.

Through client feedback and ongoing internal evaluation, we strive to continually improve the quality of technical support provided to clients.

Our unique combination of technology experts and our promise of complete transparency in KPI calculations makes the IOC a unique organization that is not only forging a new service standard, but delivering a superior customer experience.

Committed to Your Success

Secure-24 is committed to total client satisfaction. We won't settle for less. The IOC helps clients meet the pace and demands of business. At Secure-24, we focus on delivering superior customer service so you can focus on what you do best: your business.