



# NETWORK OPERATIONS CENTER

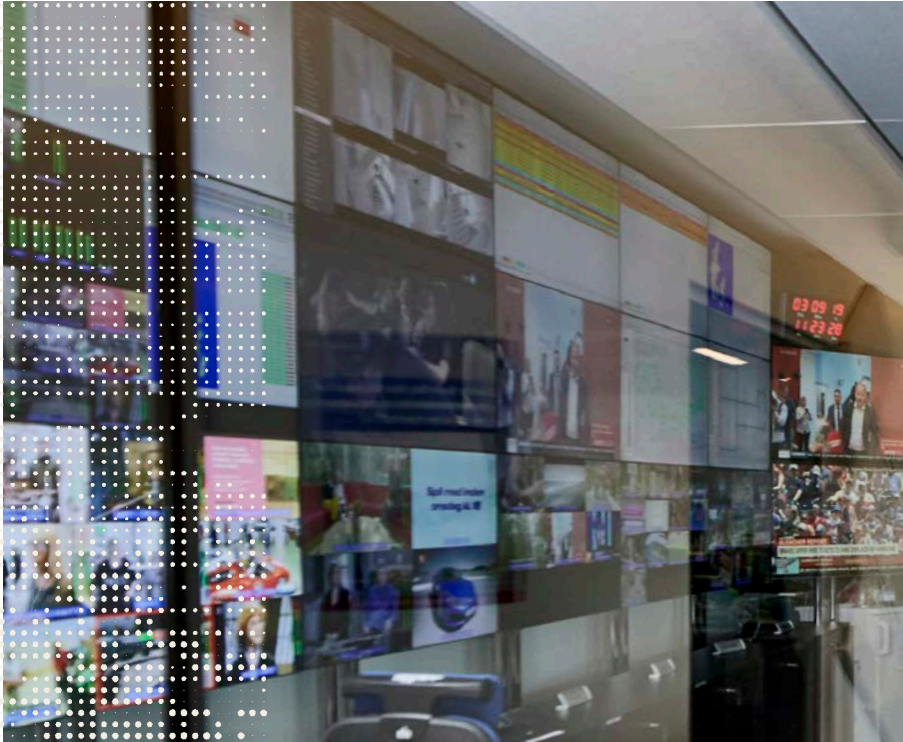
## COST-EFFECTIVE MONITORING

Cost-effective monitoring without own investment.

Cibicom is a experienced partner experienced partner with comprehensive competencies and a long track record and experience in the monitoring and operation of critical infrastructure in broadcasting, telecommunications, IoT and critical services.

By choosing Cibicom to take care of your day-to-day operations you will, at the same time, minimise your own costs for staff and operation of critical infrastructure.

Contact us today  
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or  
[sales@cibicom.dk](mailto:sales@cibicom.dk)



## STABILITY AND SECURITY

For companies, and for society as a whole, reliable communications solutions are a prerequisite in today's digitised world. Not only does Cibicom have long experience in planning and establishing and operating essential communications and media networks, as well as handling the daily monitoring.

### How it works

In partnership with you, we draw up a comprehensive assessment of the company's systems, processes and monitoring requirements. Following the assessment the systems and components to be monitored by Cibicom are defined. We can monitor everything from equipment to entire systems.

For each component that is to be monitored, an activity plan and a set of rules are drawn up with fixed routines for every task that has to be performed, depending on the type of alarm required. This also includes routines for the calling out of personnel – either Cibicom's own or external resources.

We determine which types of systems will be used for the monitoring. In order to ensure that everything is functioning as it should before deployment, joint tests will be carried out as well as the necessary training of personnel.

### Facts about Cibicom's monitoring center

The Network Operations Center is the heart of the operative functioning of our own and our customers' networks. The center is designed to achieving the highest possible degree of operational security, whereby all functions are doubled or, in certain cases, tripled.

In order to ensure optimum operation, the system has several different physically segregated connections to electricity supplies and fibre connections and are protected by emergency power and back-up equipped with diesel-powered generators or battery-powered UPS. The system's external security is protected by, for example, time logs and CCTV monitoring and is equipped with automatic fire extinguishing systems linked to the fire services.

### WE OFFER:

- Monitoring of telecommunications, broadcasting, IoT and critical communications infrastructures and services
- 24/7 1st/2nd level staffing
- 24/7 access to 3rd level support from system administrators and suppliers
- Advanced proactive and reactive analyses of individual alarms to complex alarm scenarios
- Rapid response and implementation of error recovery
- Remote management of all active components
- 24/7 logging of incidents and fulfilment of SLAs
- Ongoing reporting and regular status meetings
- All employees at the Network Operations Center (NOC) are ITIL-certified and security cleared.