

## **SSI Solutions Announces the launch of the Network Operating Centre (NOC)**

As a result of feedback received from customers, SSI has moved forward in implementing a support model where customers will receive immediate remote support for their technical problems. As of **January 21, 2009**, all technical issues being called or emailed in will have qualified technical resources immediately begin assessing the reported problem. This new process eliminates the need to communicate network problems to non-technical staff and will provide faster resolutions to reported problems.

Additionally, in an effort to reduce the amount of unexpected problems experienced by clients, SSI has heavily invested in advanced live monitoring technology to be used in the Network Operating Centre (NOC). This technology will allow SSI technicians to pro actively discover any network alerts, failures as well as the success status of various key backup and communication processes. To achieve this service, both NOC's (Calgary and Edmonton) have been fully staffed with a combination of Junior and Senior support personnel, outfitted with the latest in remote monitoring and support technology and are focused on streamlining processes to quickly solve problems and reduce downtime.

### **The NOC mission statement**

*SSI Solutions' Network Operation Center (NOC) is committed to providing enterprise class technical service and support to our managed service clients in both a pro-active and timely manner. Using internally crafted and industry supported best practices complemented with our team of trained technical staff; SSI is committed to resolving known and unknown client issues as efficiently and effectively as possible.*

### **Question and Answer**

#### **Q. How do I contact the NOC for immediate technical support?**

A. The following are primary methods for contacting the NOC:

#### Calgary NOC

Phone: 403-410-6277

Email: [calgarynoc@ssi-solutions.com](mailto:calgarynoc@ssi-solutions.com)

#### Edmonton NOC

Phone: 780-669-9960

Email: [edmontonnoc@ssi-solutions.com](mailto:edmontonnoc@ssi-solutions.com)

#### Toll-Free

Phone: 1-877-774-3160

Email: [support@ssi-solutions.com](mailto:support@ssi-solutions.com)

#### **Q. Who has access to the NOC?**

A. All Service Plus and Managed Plus clients have full access to the NOC. Service Contract or Flex Contract clients do not have access to the NOC, but receive their services pre-booked at the beginning of the month for either remote or on site work. Best effort is made to respond to any other Service Contract or Flex Contract emergency issues as quickly as possible through SSI's scheduling department, however SSI's 24 hour Service Level Agreement remains intact.

#### **Q. How do I schedule a technical appointment for a future date?**

A. SSI's scheduling department is available by contacting a local branch and selecting "option 2" from the phone menu.

Calgary Scheduling: 403-210-2022

Edmonton Scheduling: 780-413-8458

Scheduling requests can also be directed via our toll free number or central email address.

Toll-Free: 1-877-774-3160

Email: [support@ssi-solutions.com](mailto:support@ssi-solutions.com)

**Q. Do I still receive automatically scheduled on site time and an assigned technician?**

A. SSI will schedule on site time for our Service Plus and Managed Plus clients to facilitate swaps of our off site backup devices; any additional scheduled time would be at the discretion of an Account Manager and/or Consultant.

**Additional Information**

If you have additional questions, concerns or comments pertaining to the NOC launch, please direct them to a member of our Management Team.

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