

# GlobalXperts Managed Services

## 24/7 Converged Network Support

### Support Services for:

Unified Communications  
Network Security  
Data Center solutions  
IT Infrastructure

### Certifications:

Cisco CCIE  
Cisco CCVP  
Cisco CCNA  
Cisco CCDP  
Microsoft MCSA  
Microsoft MCSE  
Cisco CCSP  
Red Hat RHCE  
Cisco CCNP  
SUN SCSA  
CompTIA Security+  
Avaya ACA, ACS, ACE  
ITIL Compliant  
ISO 9001-2001 Certified



GlobalXperts delivers remote Managed Services through our 24/7/365 Network Operations Center (NOC) located in Chennai, India. Our suite of multi-vendor support services leverage economies of scale, wide support expertise, and IP-based Network Management System & Helpdesk tools that add value to our customers with additional benefits that include:

- *Reduced cost*
- *Measurable SLAs*
- *Fast response to critical issues*
- *Identifying problems before they occur*
- *Full “Dark Hour” & Weekend coverage*

Our remote service monitoring capabilities include complete enterprise device monitoring for critical and non-critical hardware and software incidents as well as proactive monitoring for network performance degradation that could lead to a hard failure.

- GX is a “Services Only” company. We support Solutions Providers and other Managed Services Providers.
- Our 24/7 NOC is staffed with Level 1, Level 2 and Level 3 engineers. Most of our engineers have BSEE degrees.
- A Level 1 support partnership is very attractive to service providers for logging all alert/alarms.
- Our engineers are very sensitive to the relationship that exists between our “customers” and their customers and strive to preserve them.

Partnering with GlobalXperts for augmenting your NOC operations practice can be a smart business decision in allowing us to handle the mundane but difficult tasks of identifying, logging and determining disposition of the voluminous alarms that are generated from reactive and proactive monitoring tools.

Our Level 1 staff can also wisely be utilized during the dark hours or weekends to perform software patches, OS upgrades, version updates, server defragmentation and a myriad of software administration tasks at very cost effective rates.

