

GlobalXperts Support Services

Converged Network Support

Support Services for:

Unified Communications

- IPT
- Contact Centers
- Collaboration

Data Centers

Virtualization

Security

Certifications:

Cisco CCIE

Cisco CCVP

Cisco CCNA

Cisco CCDP

Microsoft MCSA

Microsoft MCSE

Cisco CCSP

Red Hat RHCE

Cisco CCNP

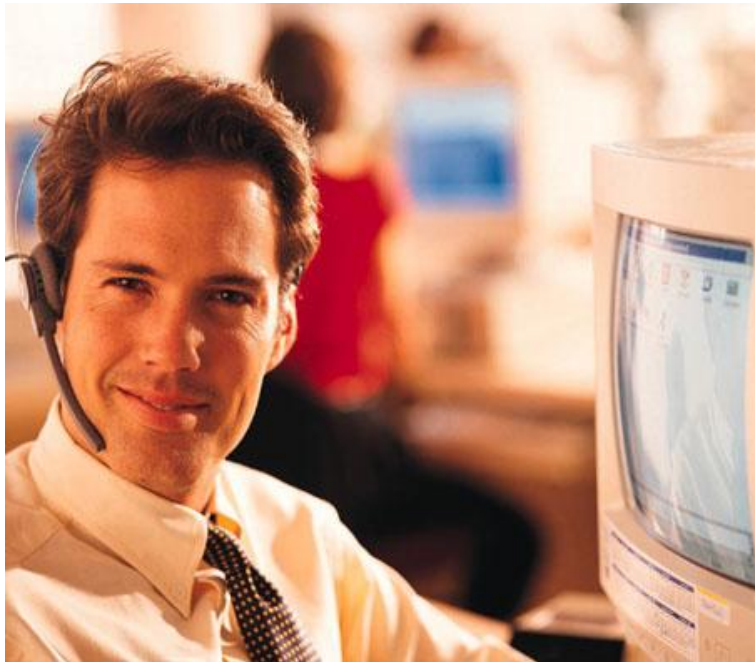
SUN SCSA

CompTIA Security+

Avaya ACA, ACS, ACE

ITIL Compliant

ISO 9001-2001 Certified



- GX is a “Services Only” company offering White Label support services to Solutions Providers, Integrators and VARs for help with their managed services practices.
- 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 help with logging all alerts/alarms.
- Our engineers are very sensitive to the relationship that exists between our “customers” and their customers and strive to preserve them.

GlobalXperts delivers remote support 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, deep understanding of Cisco solutions 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.

Our White Label product has been especially useful to our customers that have robust managed service practices and for a variety of reasons, have partnered with us to support their customer service requirements. Our co-management approach expands on the capabilities of our customers and is transparent to the end user.

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 competitive rates.

