#NOC
YOUR NETWORK, OUR PRIORITY
#NOC - A WAY TO PERFECT SOLUTION

HASHROOT is an ISO 9001:2008 and 27001:2015 certified company having head office at UK and corporate office at India. A Manage Service Provider (MSP) specialized in Infrastructure Management, NOC Services, Server Management and Enterprise Cloud Solutions round the globe. With over 8 years experience in working with major IT/ISPs and data centers with 100+ experienced engineers, HashRoot continues to manage and monitor more than 12,000* servers with 750+ active** customers from 80+ countries.

#NOC from HashRoot offers 24x7 NOC Management from dedicated engineers and provide hourly management for project works to increase the margin and thereby allowing your internal team to focus on business strategic and consumer activities. Our State-of-the-art Network Operations Center (NOC) is staffed round the clock by technology experts. We build with world-class Network Operations Center, providing unmatched technical support and expertise to ensure safety, security, consistency and quality, no matter where your services are deployed.

* No. of servers as of March 2015
** Customer Base as of March 2015
#NOC DIFFERENCE

Our expert NOC techs are very good enough to meet the competency. We have invested in redundant NOC facilities, that not only ensures operational efficiencies, but also ensures network uptime for our customers.

#NOC DRIVES YOU TO ACHIEVE MAXIMUM UPTIME

1. **Deliver services using your monitoring tools and our team**
   You can customize your team as per your requirement.

2. **Mix and match resources over time as your requirements evolve**
   Scalable of resources and team at any point.

3. **Rapidly replace or add new resources from #NOC**
   Have complete control over each resources.

4. **Global NOC Services**
   unmatched technical support and expertise, no matter where your services are deployed.
NOC is a facility that can offer performance-monitoring features that can manage to exceed the organization's network performance goals and increase customer satisfaction with the services provided with the organization’s network. #NOC is centric place where our administrators manage, monitor and maintain your networks. We act as a workstation to monitor the network status and through necessary software we manage it. This is the point at which we monitor Network, Server, Application and Website.

There's no network, server, application or web site, which HashRoot can't monitor. Your critical devices or network systems or even have an IT work as complex as your global enterprise. We specialize in monitoring, managing and maintaining the IT systems, which boost your business. We also manage and operate the entire platform, freeing your staff to focus on running your business.

Our NOC Services provide comprehensive monitoring and remediation services for servers, networks, applications, databases and workstations. #NOC Services give you an increased services capability without hiring additional staff or increasing your workload.
BENEFITS OF
#NOC

1. 24x7 Monitoring and remediation of servers, networks, applications, databases and workstations

2. Increased capabilities without the need to increase head count or internal resources.

3. Eliminates the hassle of dealing with every alert and to minimize the number of false-positive tickets

4. Gives you and your engineers more time for higher-margin and strategic projects

- Proactive Monitoring
- Improve Customer Experience
- SAAS providers
- Reduce Delivery Cost
- Improve IT Performance
- Rapid Time to Value
- Respond Faster to Issues
- Instant Multi-Tool Support
- Scale Rapidly
Cisco Certified
Cisco Certified Network Associate (CCNA)
Cisco Certified Network Professional (CCNP)
Cisco Certified Voice Professional (CCVP)

Microsoft Certified
Microsoft Certified System Administrator (MCSA)
Microsoft Certified System Engineer (MCSE)
Microsoft Certified Technology Specialist (MCTS)
Exchange 2013, SCCM2012,
Virtualization
Microsoft Certified IT Professional (MCITP)

Red Hat Certified
Red Hat Certified Engineer (RHCE)
Red Hat Certified Security Specialist (RHCSS)
Red Hat Certified System Administrator (RHCSA)
Red Hat Certified Virtualization Administrator (RHCVA)

Other Certification
AWS Certified Solutions Architect
Information Technology Infrastructure Library (ITIL)
Certified Ethical Hacker (CEH)
NEXT GENERATION NOC SERVICE

Our NOC technicians have extensive experience in NOC Management. We build with world-class Network Operations Center, providing unmatched technical support and expertise, 24/7/365. We handle 100% of routine tickets and release you from technical headaches and thereby freeing you from IT infrastructure investments and labor related costs and helps to achieve business objective and focusing on revenue-producing projects.

1. Focus your skilled team on strategic, customer facing business problems
2. Flexibility to add in and out devices as your technical environment changes
3. Deliver services using your current remote monitoring and PSA/Ticketing tools
4. Provides performance visibility of your entire IT infrastructure and improves availability of your IT systems
# NOC FEATURES & BENEFITS

#NOC acts as a workstation to monitor the network status and through necessary software we manage it. This is the point at which we monitor Network, Server, Application and Website.

1. **Improve IT Performance**
   - Provide Visibility to entire IT performance and historical tracking of IT systems

2. **Customer Experience**
   - Perform fault and performance monitoring, asset management, patch management and vulnerability scanning that help to restore high functionality

3. **Proactive Monitoring**
   - Monitor the availability and performance of the IT Infrastructure and proactively take actions to maintain uptime

4. **Reduce Cost**
   - Centrally managing and maintaining infrastructure devices helps reduce cost

5. **Scalable**
   - Increased capabilities without the need to increase head count or internal resources.

6. **Faster Response**
   - A dedicated #NOC team will be monitoring the infrastructure 24/7/365 and will respond to all alerts in no-time.
At HashRoot, we don't believe there are better value for Network monitoring, Server monitoring, Application monitoring and Website monitoring in the industry.
Cloud is more than just low-cost infrastructure and lightning fast applications. With the advent of robust technologies such as the Internet of Things (IoT) and M2M - an organization's cloud adaptation must become more simple, flexible, and manageable. Organizations must ensure that their applications easily integrate with the cloud environment. Do you have the resources, expertise and budget for such a transformation?

A managed public cloud provider must pay careful attention to security in the cloud, isolation and processes while offering significant cost savings. Deploying a public cloud gives your business a huge advantage on high availability and manageability. However, your infrastructure must still be monitored and managed. In a managed cloud services set up, MSPs provide customers with backup, monitoring, troubleshooting and managing endpoints such as desktops, servers, routers and switches. However, monitoring and managing these end points along with other services amounts to only half of the job.
### 24/7/365 Monitoring & Response

- Fully monitor servers, system resources, public cloud computing-specific metrics, and common applications such as web servers and databases
- Maintain detailed processes and centralized logs for quick troubleshooting
- Provide special monitoring for cloud resources such as database services, load balancing, and data warehousing
- Adhere to response time for critical events, with regular updates until resolution
- Complete Tier 3 Support and Predefined events as per client requirement
- Helpdesk Support through ticketing system and dedicated phone line

### Proactive Management

- Proactive server updates and maintenance periodically
- Deliver actionable information to provide visibility on network performance management
- Handle user-requested maintenance tasks
- Automated server backup and other routine backup tasks for disaster recovery
- Monitor application performance
- Provide access to knowledge centers with documentation.
1. Handle all levels from Level 1 to Level 3 including escalations by two teams: NOC team and NOC expert team.

2. NOC experts are operating from a managed NOC location while proactively monitoring and managing the cloud 24x7.

3. Monitoring of Datacenter infrastructure on various parameters to ensure that the infrastructure is up and running with minimum outage.

4. Immediate escalation to NOC expert team in case of outage or performance threshold violation by NOC agent.

5. The monitoring tool automatically logs a service desk ticket for the event.

6. NOC expert team are responsible for implementation, changes, problem management, housekeeping tasks and service requests.
7. Once AWS cloud is online over LAN/WAN, the NOC team takes ownership of the virtual machines.

8. Event log is analyzed at regular intervals for maintaining the integrity of database/servers.

9. Live protocols are monitored using monitoring tools

10. Incident tickets are created and escalated for every threshold violation.

11. Preparation of daily/weekly/monthly reports.

12. Live services are monitored

13. Immediate notification through chat/skype or mail incase of outage or performance threshold violation

14. Server Setup, Installation & re-installation of servers/OS by #NOC expert team

15. Backup as per defined procedures.

16. Health checks are performed on all the VMs including OS, cloud resources etc.
The HashRoot server team provides a complete range of server monitoring ensuring you get alerted on time, every time. Increase critical server uptime and eliminate the risk of lost revenue resulting from server downtime.

#NOC engineers work with your team and will be an extension of it, so as to proactively monitor dashboard and handle tickets. No firm has to invest on monitoring software since we have made the investment and you can pay just a small fee for our service. Our services are custom based and the engineers will verify all alert manually as they come in, and proactively deal with before they become a major issue. We protect critical areas of your servers that can affect productivity and business continuity. We also ensure the server performance; disk space, memory usage and backups are monitored and tested regularly.

1. Server up/down monitoring
2. Performance monitoring: CPU, Memory, Paging File & Disk Space monitoring
3. Physical Machine Health Monitoring such as Fan, RAID Status
4. Infrastructure Monitoring
5. Antivirus Failures Monitoring
6. Event log & Backup monitoring
7. Security Monitoring
8. Directory Services Monitoring
9. Patch Management Monitoring
10. Critical Server errors
11. Immediate notification through chat/skype or mail incase of outage or performance threshold violation
12. Device Monitoring like Printer, Switch, Router, UPS etc
HashRoot provides a wide variety of certified network engineers with a broad range of network expertise. Make sure that your network devices are always up and running with instant alert notifications and know their performance with detailed performance and uptime reports. Our network experts can monitor:

- **Firewall Monitoring**
- **Switch Monitoring**
- **Router Monitoring**
- **Reporting and Performance Statistics**
- **Notification through Email, Chat/Skype**

Under #NOC/Network Monitoring Services, we provide 24/7 managed service for your application servers, network and server infrastructure and identify network issues before becoming it to a problem. Our senior network engineers take all possible actions for all alerts, provided with real time updates and thereby reduces the downtime.
WEBSITE MONITORING

#NOC accurately checks the response time and hence 24/7 continuous monitoring will alert you before the issue become critical. We proactively monitor and check user interactions with your Website. When we detect an issue, it would be immediately communicate via mail or mobile notification. At this time, you would be able rectify the issue. We provide various testing scenarios and identify location based response time and keep the quality of web experience. We also support real time report and charts on your website performance.

1. Website Up/Down Monitoring
2. Uptime checks using HTTP, HTTPS, PING, DNS
3. Web Page content check
4. Notification through email, chat/skype

HashRoot proactively monitor using HTTP & HTTPS polls for availability reporting and alerts periodically. If your website is facing an issue, we will immediately send a mail or mobile alert, thereby with a call. Through this we guarantee a 24/7 continuous monitoring, so by the time your customer face an issue, you would be notified and the issue can be resolved.
Staying on top of application performance and availability is critical to proactively prevent application problems before they happen. HashRoot helps proactively monitor, alert, and report on applications to highlight issues before they become serious. Through the application-monitoring feature you can ensure the health and availability of your application servers through Proactive Application Alerts. HashRoot team will perform:

1. Immediate notification through chat/skype or mail incase of application down or performance threshold violation

1. Service Monitoring
2. Database Server Monitoring
3. Backup Monitoring
4. Script Monitoring
5. Webserver Monitoring
6. DHCP Server Monitoring
7. Cloud and Virtualization Monitoring
8. Process/Thread Monitoring
TECHNOLOGIES USED

#NOC make use of the following technologies

CLIENT IMPLEMENTATIONS

- 40% NAGIOS
- 15% CACTI
- 10% ICINGA
- 10% ZABBIX
- 25% SOLAR WINDS, SCIENCE LOGIC, OP MANAGER, SPICE WORKS, HP NNMI
1. OUTSOURCING
2. TECHNOLOGY
3. SOLUTIONS
4. CONSULTING
HASHROOT OVERVIEW

As an independent and consulting company, HashRoot helps organizations assess their needs and plan thereby implement the right technology for the goal, budget and timeline. This assures a custom-tailored solution to integrate with existing environments and provides a growth path for the future.

We provide IT consulting services, which deliver technology driven business solutions that meet strategic objectives of our clients. We help organizations to achieve numerous business goals faster that accelerate the quality and speed of project development, and avoiding the cost and time required for internal training and skill development.

OUTSOURCING

HashRoot Technologies Private Limited is a Manage Service Provider (MSP) specialized in providing Remote Services, Server Management to Data Centers/ISPs, Web Hosting and many other rich web application services. Our working tools are professionalism, skills and technical expertise that would help in providing high quality solutions for our clients. Our team’s members are always committed in providing high quality solutions by practicing the best standards in the industry.
HashRoot **OVERVIEW**

**SOLUTIONS**

HashRoot is an ultimate destination for desktop and web based applications. We are experts in the field of custom software applications and we have been carrying out database design, Internet software application development. We offer software-testing services to our clients spread globally. We are specialized in setting up software test process and methodology and we ensure that we have highest level of test solution.

**CONSULTING**

HashRoot endeavors the best consulting for you by providing a wide range of creative Business Solutions. We Execute the Intelligence and Plans with the right solutions, leading your Business Establishment to a great success. We Assist, Drive and Triumph your Business Objective by suggesting the best solution. We provide services to worldwide industries, which will be dealt by our experienced team.
THINK BEFORE BEGINNING STEPS