TeamOne.Support 24/7 NOC Services

DEPLOYING BATTLE-TESTED
TALENT FOR YOUR IT AND
CYBERSECURITY NEEDS

Introduction:

TeamOne.Support 24/7 NOC Services are provided by Security Privateers LLC and tailored to meet the needs of today's modern office. Our support team offers comprehensive support 24/7, ensuring your organization receives reliable and efficient assistance.

1. **24/7 Support**: The NOC provides round-the-clock support, ensuring that server and endpoint issues can be addressed at any time, reducing downtime and improving service availability.

2. **Global Coverage:** Services are provided from our veteran work from home or from India. This global reach allows for comprehensive support for users in various locations.

3. **Multichannel Communication:** Clients can contact the NOC through various channels, including phone calls, emails, tickets, and chat support. This flexibility ensures that clients can choose the communication method that suits their needs.

4. **Access Levels:** The NOC offers four levels of access, allowing clients to control the extent of support they receive. This flexibility ensures that clients have a say in how their issues are handled.

5. **Proactive Troubleshooting:** The NOC proactively monitors servers and endpoints, identifying and resolving issues before they impact operations. This proactive approach helps prevent downtime and improves system reliability.

6. Server / Internet Down Management: NOC monitors server status and will attempt to restart the servers and notify client via phone call if unable to restart or log multiple offline failures.

7. Patch Management: The NOC handles patch management for Microsoft, Apple and third-party applications. This service ensures that systems are up to date, secure, and protected from vulnerabilities.

8. Performance Management: The NOC monitors and optimizes server performance, ensuring that servers run smoothly and efficiently, reducing the risk of performance-related issues.

9. Support for Various Technologies: The NOC provides support for a wide range of technologies, including virtualization, Microsoft Azure, Exchange, Office 365,SQL Server, Sharepoint, Citrix XenAPP, Active Directory, and more. This extensive coverage ensures that clients' diverse technology needs are met.
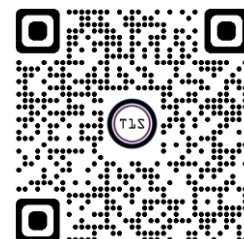
10. Transparency and Reporting: The NOC provides detailed documentation and reporting through the TeamOne.Support platform, allowing clients to track the status of their issues and the steps taken to resolve them.

11. Efficient Communication: The use of Slack Chat for instant messaging enables quick and efficient communication between clients and NOC technicians, reducing resolution times.

12. **Scalability:** The NOC's services are scalable, allowing clients to adapt their support levels to their users' needs and IT budget.

For inquiries or to request a customized solution, please contact us at:

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We hire US Vets