Network operations as a service

Acronym can manage your network operations 24/7 so you can focus on your business

For over 20 years, Canada-based Acronym has been providing the custom-built, utility grade telecom infrastructure, resources, management and reporting expertise that oversees the mission-critical data communications for Hydro One—Ontario's largest utility provider.

Acronym's Network Operations Centres (NOCs) are staffed by expert-level telecommunications professionals trained in Information Technology Infrastructure Library (ITIL)-based processes and operational support for Event, Incident, Change and Problem Management. Available as a fully managed solution, Network Operations as a Service is designed for service providers, wholesale and enterprise customers.

Our Network Operations as a Service (NOS) offering includes:

- Acronym's 24/7 NOC service desk is staffed with highly trained networking professionals and technologists

- Highly secured, redundant NOCs deliver infrastructure support and backup

- Customizable Mean Time To Repair objectives

- Information Technology Infrastructure Library (ITIL)-based processes

- Monitoring, management and reporting of communication services and infrastructure

- Support for CheckPoint, Ciena, Cisco, Juniper, IMC, NetGuardian, Nokia (Alcatel), Palo Alto, Raisecom, RuggedCom, TippingPoint and other platforms

Why it matters

Service providers and companies that offer "always on" or mission-critical services—like those in Telecommunications, Financial Services, Government Agencies, Energy and Healthcare sectors—know their success relies on continuous, uninterrupted service delivery. Whether you're running a small wholesale business or a medium-to-large-sized enterprise, there are network, infrastructure and expertise requirements to monitoring, managing, maintaining, recovering and repairing events that occur within the context of your managed network.

Stay focused on your business, working with Acronym to monitor and manage your network. We'll take care of the day-to-day operations, so you can reduce your infrastructure and labour costs, benefit from fully secured backup NOC redundancy and feel confident knowing that your network is being continuously managed by industry experts.

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How it works

Choose from three levels of managed services related to end-to-end Network Operations, including Event, Incident, Change and Problem Management:

Bronze Device and SNMP monitoring for smart and passive devices, Internet of Things and environmental sensors

Silver Includes Bronze NOS support, plus Incident Management on network equipment and telecom circuits

Gold Includes Silver NOS support, plus Change and Problem Management

Features of Acronym's network operations as a service

Bronze	Silver	Gold	
Event Management	Incident Management	Change Management	Problem Management
An "Event" is a change in state to any component of a network. Leveraging industry leading Operating Support Systems (OSS) platforms, Acronym provides 24/7 monitoring and management of your communications network.	An "Incident" occurs when a service is disrupted or fails to deliver against promised performance, outside of a planned and approved change. From the point of detection, incidents are identified by Acronym's NOCs and managed to resolution.	A "Change" is a planned event that affects the network and/ or technology. It should be documented, identified, vetted, approved and managed according to a Service Level Agreement (SLA). Scheduled outages are managed in accordance with customer approvals and industry best practices.	A "Problem" is defined as chronic events and incidents, performance issues and unknown root causes that can indicate an underlying concern in a network. Problems are managed as "tickets," which may result in a work-around and scheduled maintenance window to correct.
Services include: • Advanced event monitoring through state-of-the-art alarm monitoring and OSS • 24/7 geo-redundant NOCs with expert-level staffing and call centre support • Customized process interaction and incident notification	Services include: • Incident detection, prioritization and documentation • Communication with key stakeholders and regular updates • Remote troubleshooting and fault isolation • Dispatch of field staff • Coordination of site access • Coordination of vendors and service providers per SLA • Escalation management • Service restoration	Services include: • Managing vendor and internal scheduled changes • Managing change tickets • Service impact analyses • Outage notification based on SLAs • Participation in customer change advisory boards • Documentation of implementation plans • Final approval of scheduled changes • Change reporting	Services include: • Problem isolation and "work-around" development to mitigate effects of identified problems • Investigation and resolution of detected issues • Identification of recommended software and/or hardware upgrades by vendor • Creation and scheduling of changes to implement corrective actions • Root cause and trend analyses

Did you know?

As part of a fully integrated, end-to-end solution, Acronym can also optimize your operations through Field Operations as a Service and provide high-speed broadband network connectivity and Secure SD-WAN provisioning.

To learn more about this and other offerings

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