



# Managed Services and 24x7 NOC: GETCare

## GETCare Overview

Businesses and organizations of all types and sizes can simplify the adoption and ongoing management of voice, data, and security systems, while enhancing the business benefits of their applications and significantly reducing the total cost of ownership (TCO). GETCare Services (GET) is designed to do exactly this.

Built upon the principles of complete outsourcing, co-management and simple out-tasking, GETCare can offer a highly customized solution to meet any business's needs.

Our team of experts actively monitors our clients' systems from our network operations center (NOC) 24 hours a day, 365 days a year, responding to incidents at our client's direction or taking the lead in managing or co-managing the environment.

We can act as an extension of your internal IT team, we can co-manage in leading your IT team, or we can be your IT team. Either way, we proactively monitor your environment anticipating, identifying, and resolving issues faster, more accurately, less expensively, and with more visibility.



## GETCare Benefits

As part of GET's managed services offering, clients experience the following benefits:

- A single-point-of-contact for system issues
- System monitoring, threshold setting, and alerting
- Remote troubleshooting and hardware replacement coordination
- Circuit issue resolution
- Remote break-fix support and troubleshooting
- Critical system patching
- Move, Add, Change, Delete (MACD) support
- Onsite remote system configuration back-ups
- Change management

## Service Offerings

GETCare Services (RCS) offers a client-oriented managed services services that includes the following:

GETCare: Unified Communications  
(Internet-Protocol Telephony and/or Voice-Over-IP Systems)

GETCare: Security  
(Firewall, Anti-Virus, Intrusion Prevention System, and Web)

GETCare: Infrastructure  
(Any Device with an IP Address and SNMP Enabled)

GETCare: Microsoft  
(MS Exchange, MS Active Directory, SQL, Patch Management)

GETCare: GE Centricity  
(Managed Hosted or Premise Based Solution)

## Network Operations Center

GET's Network Operations Center (NOC) uses a 3-tier support model and is staffed by highly trained tier 1, 2, and 3 engineers 24 hours a day, seven days a week. The Contact Center is resilient, secure, and supported by carrier-grade software and hardware solutions. From our NOC, GET performs day-to-day monitoring and management activities to identify and resolve incidents, perform root cause analysis on problems, and execute standard changes for the devices and applications.

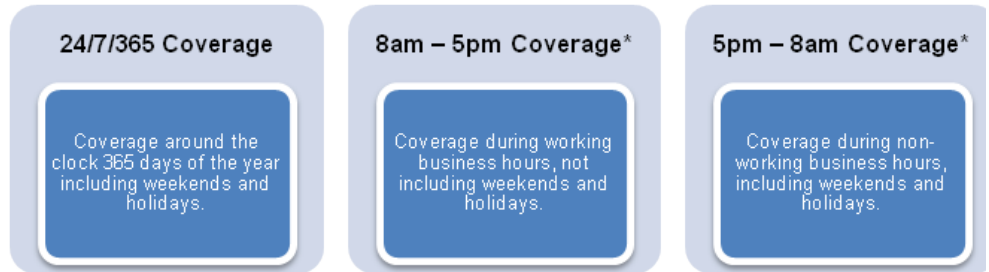
## Governance

GET takes several approaches to governing and managing our workflow, our contracts, and our personnel, all of which are deeply integrated. As a managed services provider, the core of our

business is to manage and resolve issues (trouble tickets or TTs) and service requests (service tickets or STs).

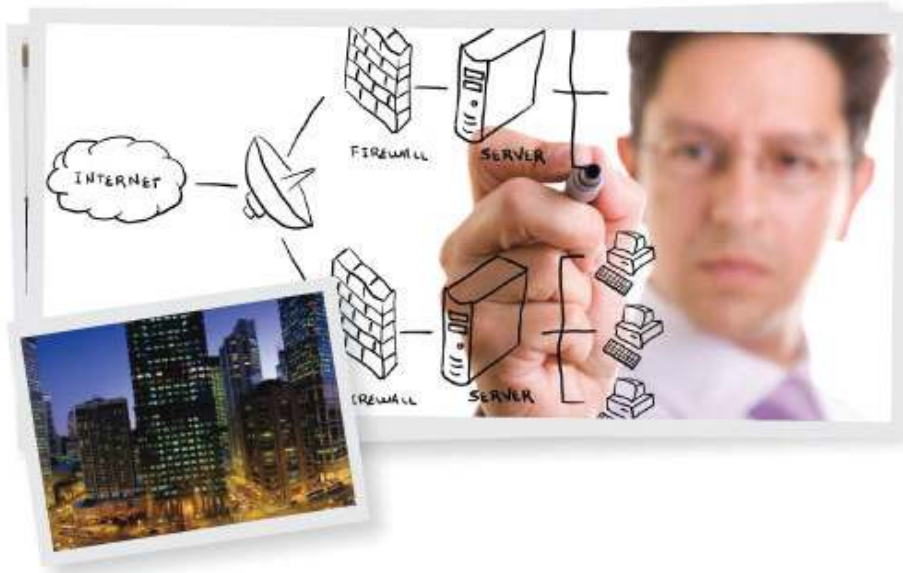
We use a proprietary, secure, web-based ticketing and workflow management application called HRS or Help Request System that is developed and maintained by our internal development team. HRS is uniquely designed to support and govern the workflow that comprises our business.

A trouble ticket or service ticket can be opened by either GET or



the client. The Tier 1 engineering support team handles the initial response and initial attempt to resolve the ticket. If they are unable to do so, then the ticket is escalated to the Tier 2 engineering support team. These engineers are primarily focused on handling issues escalated by tier 1 engineers, as well as proactive analysis of reports and data. Tier 3 engineers, similarly, handle issues escalated from Tier 2 engineers, and are capable of performing the most complex of the proactive analysis and reviews.

The Client Services Manager who oversees day-to-day operations is continually assessing the progress of work being performed on all open tickets by both the Tier 1 and Tier 2 teams, continually prioritizing and re-prioritizing tickets, and scheduling and re-scheduling Tier 2 engineers accordingly and appropriately. HRS has some important functionality to assist the Client Services Manager and the engineering support teams in managing the workflow.



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