

Questions to ask before you sign up for NOC services

1. Where and Who :

Where is the NOC located and who runs it?

Ask specifically where the NOC is located. It has become a standard practice among NOC providers servicing MSPs to hide the information that their NOC is not in the same geographical location as their headquarters. Also make sure that the NOC is owned by the company and not outsourced to another party.

You need to ask your provider very clearly because they will make their best attempt to hide such information. Being in the MSP channel for a few years now we know that a very popular NOC provider for MSPs outsources their NOC to a third party in India. Apparently, their customers think they have their own NOC in India.

2. Free Trial.

Can you get a free trial to test the waters?

Every business confident of the quality and value of their service will offer you a free trial. Every product or service company does it. Why not a NOC?

You may not get the premium package and all the bells and whistles but you will get enough to test the waters. You can find out if such a service will be useful for you. If the NOC is the best fit for your business and if they really provide the service they claim.

If you have never used a NOC before, it will also give you the opportunity to experience the support of a reliable NOC.

Free Trial of NOC services

Take this trial to find if your business can benefit from a 24 by 7 by 365 NOC service.

Email us :
Freetrial@itimpulse.in

3. Terms of Agreement.

Ask for a copy of the contract agreement and read the fine print?

Always pay great deal of attention to the Contract agreement. Read the fine print and clearly ask your point of contact at the NOC if there are any additional terms not provided in the agreement.

It's a bad practice to hide information and keep secrets from your customers in this day and age.

Is the NOC trying to lock you in a long term contract? Till the time there are NOC providers offering you a month to month billing what is the needs to get entangled in a long term contract.

4. Billing

Is the price fixed or will it vary with usage?

Always go for a Fixed price NOC. The price may be per server, per node or per site, but it is important to have a fixed price. This allows you to keep a check on your expenses.

Fixed price service will also clearly define what activities your NOC will cover in the NOC package and what is excluded. You will also know how much it will cost you to add additional computers and adjust your pricing for future.

Anyways, who is ready to bear the uncertain extra cost a NOC will charge you. Not you.

Will you be able to compete with a MSP in your area that already uses a NOC Service?

Increase your profit margins by using a NOC.

Call us to get started

+1-646-351-8634

5. Tools and technologies

Does the NOC know your tools and technologies?

Many NOCs claim to be RMM independent. They only look after the alerts and will not help you with the RMM configuration or improvement.

If they don't know your tools how will they work with them let alone suggest improvements in automation and work flow. How will they perform the patch management and add those critical monitoring procedures.

A NOC has experience of monitoring multiple RMM environments and knows the standard practice. With all this knowledge they should be willing to help you with your RMM improvements.

6. SLA

What standard SLA and response time does the NOC provide?

Response time is a key metrics for any NOC. The sooner they respond the better. Most NOCs will provide you a standard response based on severity of the issue. 15 minutes is a lot of time to address urgent issues and you should not settle for anything below that. Its not just the urgent issues, the other less severe issues need to be handled within a specific time frame.

If the response time is too much, the alerts that needed to be solved before they become big problems may already have caused the damaged the NOC is supposed to negate.

7. Scale

Do they need you to have a minimum number of computers added to the NOC.

A well setup NOC will be able to allow you to add any number of computers, servers or network devices to the NOC. That's because their systems are designed to allow more and more customers to use their service.

Such a NOC is not ready to grow with its customers. Look for other alternatives that will allow you to start with any number of devices and want to be a part of your growth.

Deciding if your MSP business can benefit from a NOC service.

Critical questions:

1. Growth
 2. ROI
 3. Scalability
- And more....

View the complete report

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8. Vendor management.

Are tickets sent back to you when a vendor needs to be contacted?

Just like you offer your customers with vendor management, A noc offers the same to you. If you run into problems with your RMM or maybe you need to call DELL to get support on a new server you purchased. Would it not be a waste of your resources to be on the phone with support.

So before you sign up, ask your NOC, do they provide vendor management?

9. Communication

In what ways can you reach the NOC.

In this day and age communication is the key.

Every NOC is trying its best to be more reachable to their customers. Phones, chat, email - you should be able to get an update on your tickets instantaneously or submit a support ticket immediately.

If a NOC provider does not provide you with such a feature, they are stuck, stale and old. They have probably not reviewed their processes and systems in months.

Do you think it would be wise to sign up for such a NOC.

10. Project Assistance

Will your NOC help you with projects at a reduced hourly rate?

As a Managed IT service provider you have projects that need to be done regularly. Replacing AV, server migrations, deployments, there is a huge variety of tasks that need to be performed.

Would it not be fantastic to have your NOC help out on such projects. May be they can lend a hand to your engineers. Obviously they will not do it for free, but they can offer you a reduced hourly rate.

Sounds Fantastic? Does your NOC provide you the same?

This report is compiled by ITimpulse.

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ITimpulse provides 24 by 7 by 365 private label NOC services for Managed IT service providers.