NETWORK OPERATIONS AS A SERVICE (NOS)

hydro one *Telecom*

Hydro One Telecom Can Manage Your Network Operations 24/7 So You Can Focus on Your Business

For over 20 years, Canadian-based Hydro One Telecom (HOT) 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. Fully owned and operated by Hydro One Telecom, our Network Operations Centre (NOC) supports the electrical transmission infrastructure that powers Ontario.

HOT's NOC is staffed by expert-level telecommunications professionals trained in operational support for Event Management, Incident Management, Change Management and Problem Management, and is available as a service to Wholesale, Agency and Enterprise customers.

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

- HOT's 24x7 ITMC – a service desk staffed with highly trained Networking Professionals & Technologists
- Highly secured, redundant Network Operations Centres (NOC) for infrastructure support and backup
- Customizable Mean Time To Repair (MTTR) objectives
- Information Technology Infrastructure Library (ITIL)-based processes
- Monitoring, management and reporting of communication services and infrastructure through fibre, IP, optical, cloud, and wireless infrastructures
- Support for CheckPoint, Ciena, Cisco, Juniper, IMC, NetGuardian, Nokia (Alcatel), Palo Alto, Raisecom, RuggedCom, TippingPoint and other platforms

Why it Matters

Companies that offer "always on" or mission-critical services - like those in Telecommunications, Financial Services, Government Agencies, Energy and Healthcare industries for example, know their success relies on continuous, uninterrupted service delivery. Whether you are running a small wholesale business or a medium-to-large 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 by working with Hydro One Telecom to monitor and manage your network. We will manage 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.

How it Works

Hydro One Telecom provides 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, server infrastructure and Internet of Things environmental sensors
- **Silver:** Includes Bronze NOS support, as well as Incident Management on Network equipment and Server infrastructure
- **Gold:** Includes Silver NOS support, as well as Change Management and Problem Management

To learn more about Network Operations-as-a-Service (NOS), and other offerings, please contact us at HOTSales@HydroOne.com or **(866) 345-6820** to speak with a Sales Representative or visit us at www.HydroOneTelecom.com

Features of HOT'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 OSS platforms and simple network management protocols, HOT's ITMC provides real-time management of your network for instantaneous detection of faults.	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 the HOT ITMC, prioritized 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. Scheduled outages for maintenance & repairs can be approved or denied in real-time.	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.
HOT's EM services include:	**HOT's IM services include:**	**HOT's CM services include:**	**HOT's PM services include:**
• Secure and seamless connectivity from our ITMC platform to your infrastructure • Advanced event monitoring though an alarm monitoring system • 24x7 expert staffing and call centre support • State-of-the-art Operating Support Systems • Customized Process Interaction	• Incident detection and prioritization • Tier 1 & 2 technical support • Incident Documentation • Communication with key stakeholders • Regular updates • Remote troubleshooting and fault isolation • Dispatch of field staff • Coordination for site access • Coordination of vendors & service providers per SLA • Escalation Management • Service Restoration • Incident Reporting	• 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	• Problem isolation and "work-around" development to mitigate effects of identified problems • Investigation and resolution of detected issues • Identification of recommended software or hardware upgrades by vendor and implementation management • Creation and scheduling of changes to implement corrective actions • Root cause and trend analysis

Did You Know?

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

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