

24/7 Network and Systems Operations

Your Corporate IT Infrastructure, Monitored Around the Clock

As corporate IT infrastructures grow, ensuring the continuous operation of networks, servers, storage, virtualization platforms, and critical systems becomes increasingly complex. Continuous monitoring of systems operating across multiple locations and on technologies from different vendors is essential for identifying performance issues early, reducing operational risks, and responding to potential service disruptions in a timely manner.

A Network Operations Center (NOC) is a service model that monitors an organization's network and systems infrastructure 24/7 through a centralized operations structure. Depending on the agreed service scope, it also evaluates alerts, performs technical interventions, and manages operational processes.

Bilgi Birikim Sistemleri (BBS) brings its corporate IT experience, built since 1992, to NOC operations. BBS helps organizations continuously monitor their infrastructures, manage operational issues more effectively, and enable their in-house IT teams to focus more on strategic initiatives.

BBS NOC Service Models

Organizations differ in their needs, infrastructure scale, and operational expectations. For this reason, BBS offers NOC services through two distinct models.

1. NOC Monitoring

Organizations' network and systems infrastructures are monitored 24/7. Defined threshold values and system statuses are tracked, and generated alerts are evaluated. When performance or availability issues are detected, the relevant notification procedures are initiated.

This model is suitable for organizations that require continuous monitoring to be performed by a specialized operations team.

2. NOC Monitoring and Intervention

In addition to 24/7 monitoring, this model includes technical intervention, Health Check (HC) processes, and customer requests related to the NOC service scope.

Alongside alert assessment, technical checks and interventions are carried out in accordance with the defined service scope and authorization levels. Coordination with the relevant technical specialists is provided when necessary.

Monitoring is maintained 24/7 under both models. The scope of technical intervention and additional operational services depends on the selected service model.

How Our NOC Operations Work

BBS NOC operations are organized so that continuous monitoring, alert assessment, and intervention processes complement one another.

24/7 Monitoring and Alert Tracking: Performance, availability, capacity, and status data from network and systems infrastructures are tracked through monitoring platforms. Alerts are generated when defined thresholds are exceeded or unexpected conditions occur.

Alert Assessment and Notification: Generated alerts are assessed, and the notification process is initiated according to the relevant system, the nature of the alert, and its operational priority. Presenting alert and contact information in a shared, clear, and accessible workspace supports the monitoring team's operational efficiency.

Technical Intervention and Coordination: Under the service model that includes intervention, authorized technical checks and interventions are performed. Coordination with relevant technical specialists is provided when required.

Health Checks and Customer Requests: Under the monitoring and intervention model, Health Check processes and customers' technical requests related to NOC operations are handled within the agreed scope.

Monitoring Infrastructure and Technologies

BBS follows a vendor-independent approach to NOC monitoring. Depending on each organization's existing infrastructure and requirements, monitoring platforms from different vendors may be used.

Examples of monitoring solutions used in active customer environments include:

- ✓ PRTG Network Monitor
- ✓ ManageEngine OpManager
- ✓ Zabbix

This approach enables network and systems infrastructures built on technologies from different vendors to be monitored through platforms suited to each organization's requirements.

Monitoring activities primarily cover the following infrastructure components:

- **Network and Connectivity Infrastructure:** Routers, switches, firewalls, wireless network devices, and WAN connections
- **Server Systems:** Physical and virtual servers, operating systems, and system resources

- **Virtualization Platforms:** Hypervisors, virtual machines, and resource utilization
- **Storage Systems:** Capacity, performance, and availability status
- **Critical IT Services:** Systems and services that are operationally critical to the organization

The Scale of BBS NOC Operations

BBS NOC operates to monitor multi-site IT infrastructures built on diverse technologies for organizations of different sizes, and to perform intervention processes according to the agreed service scope.

Our current operational scale:

- **24 Organizations:** Number of customers receiving NOC services
- **5 Organizations:** Number of customers receiving NOC monitoring only
- **2,000+ Devices:** Devices monitored and, depending on the service scope, subject to intervention
- **10,000+ Sensors:** Sensors tracked by the monitoring infrastructure
- **50+ Locations:** Locations monitored and supported operationally according to the service scope

These figures demonstrate BBS's experience in managing monitoring and operational processes across corporate IT infrastructures distributed over multiple locations.

24/7 Operations and Technical Team Organization

BBS NOC monitoring activities are carried out **24/7 by a six-person team** working in shifts. To ensure operational continuity, alerts and related contact information are presented in a shared workspace where they can be accessed quickly and assessed easily.

The technical intervention organization is structured according to the selected service model:

- During business hours, a two-person intervention team follows up on alerts received by email.
- Outside business hours, intervention processes are handled by one person responding to incoming phone calls.

With this organization, monitoring and intervention activities are maintained as complementary parts of an integrated operational model. Interventions are carried out in accordance with the responsibilities and authorization levels defined in the service agreement.

SLA and Operational Notification Processes

In NOC services, timely notifications and effective communication regarding incidents are important for operational continuity.

A five-minute SLA target has been established for BBS NOC operations. The process begins with the initial notification being sent by email and continues with phone calls when necessary.

Alerts generated and interventions performed are tracked throughout the process. Operational notifications and communication procedures are carried out in accordance with the selected service model.

Operational Reporting

BBS NOC services include monthly reporting. Reports and notifications are based on the alerts generated and the interventions performed.

Through processes conducted via email and telephone, organizations are kept informed about significant events affecting their infrastructures and the operational activities carried out.

Regular reporting helps IT managers monitor operational developments across their infrastructures and assess areas where improvement may be required.

Why Bilgi Birikim Sistemleri?

- **Corporate IT Experience Since 1992:** BBS brings its technology integration and corporate IT experience, built since 1992, to its NOC services.
- **Expertise Across Diverse Technologies:** Technical expertise in networks, servers, storage, and virtualization supports the monitoring and assessment of corporate infrastructures comprising solutions from multiple vendors.
- **24/7 Monitoring Organization:** Network and systems infrastructures are continuously monitored by a six-person team working in shifts.
- **Service Models Tailored to Each Organization:** Two service models—monitoring only, or monitoring and intervention—enable the scope to be aligned with each organization's operational requirements.
- **Scalable Operational Experience:** Experience supporting 24 organizations, more than 2,000 devices, over 10,000 sensors, and more than 50 locations demonstrates BBS's capability to work with IT infrastructures of different scales.
- **Coordination with Existing IT Teams:** BBS NOC operations are structured to work in alignment with organizations' existing IT departments and technical teams.

Discover the NOC (Network Operations Center) services from Bilgi Birikim Sistemleri (BBS) for 24/7 monitoring of your network and system infrastructure, timely assessment of operational alerts, and technical support tailored to the specific service model you require.

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