

NETWORK OPERATIONS CENTER SERVICES

Increase system availability with 24/7 monitoring

Keeping your radio system at peak performance is key to your team's in-field performance and safety. Maintaining those complex technologies requires a dedicated in-house staff, time commitments and other resources—and even then, unexpected issues can trigger an outage. The technical experts at L3Harris offer peace of mind through 24/7/365 system monitoring and response through a variety of cost-effective plans that simplify long-term budgeting.

The L3Harris Network Operations Center (NOC) employs highly-secure crypto-tunneling technology to remotely access your L3Harris critical communications system's network infrastructure. These around-the-clock, real-time services are also proactive, ensuring fast identification of existing and potential issues. Alarm response is customized for each organization and detailed in monthly reports.

Customers can choose from expanded services, including security access, facility and environmental asset monitoring, deeper dives into data analytics and coverage for non-L3Harris IT components. Tiered NOC plans and flexible subscription fees make it easy to pick the right fit for your network and budget.



Key Features

- > 24/7/365 remote monitoring by dedicated L3Harris technicians quickly resolves issues, minimizes downtime and reduces in-house costs
- > Flexible service tiers and subscription fees meet a variety of customer challenges

Network Operations Center Services

24/7/365 PEACE OF MIND

Subscription Options

- > NOC services subscriptions can be purchased on either an annual or multi-year basis as part of a L3Harris Managed Services plan.
- > **YEARLY SUBSCRIPTION**
The single-year commitment is paid annually, allowing first-time buyers to discover the investment value of NOC Services without making a long-term commitment.
- > **MULTI-YEAR SINGLE INSTALLMENT**
This plan offers a significant discount for a one-time payment covering several years of NOC Services.
- > **MULTI-YEAR ANNUAL PAYMENT**
A fixed annual fee for a multi-year commitment complements long-term planning with a predictable cost during contract term.

Technical specifications are subject to change without notice. Product sales are subject to applicable U.S. export control laws.

BASIC MONITOR CLIENT SERVICES

24/7/365 Monitoring of all L3Harris LMR components including:

- > RF, multisite, simulcast, dispatch, consoles, gateways, NSS equipment servers
- > Network infrastructure provided with system
- > Documenting and dispatching all critical, major and minor alarms in Regional Network Manager, based on customer dispatching of all call tree
- > Monthly reporting of all alarm work orders and equipment involved

ENHANCED MONITOR CLIENT SYSTEMS

All Basic Monitoring plus:

- Facility & environmental alarms reported via network sentry and RNM
- > Monitoring of transport backbone including microwave, fiber and MPLS routers

Security Clearance Verification:

- > Documented list of cleared vendor personnel and all instances of site access
- > Access denials without proper clearance and approved escort

Shelter security alarm monitoring including:

- > Door and gate alarms, motion detectors, video cameras and card key access

CUSTOM MONITOR CLIENT SERVICES

All Basic and Enhanced Monitoring services plus:

- > Detailed data collection, system events analytics and customized reports
- > Customer access ticketing system with lookup and review of work orders and assistance with administration of Advanced Maintenance Management System
- > Other services as negotiated, including non-L3Harris IT system components

U.S. and Canada: 1-800-528-7711 | Worldwide: +1-434-385-2400

Data Security is our Priority

The L3Harris NOC monitors customer VIDA® systems via the public internet and employs three layers of technology to ensure the highest levels of security.

- > A web browser-based connection using HTTPS (SSL) encrypts customer data to the NOC
- > IP traffic is encapsulated in a General Routing Encapsulation (GRE) Tunnel. This isolates the underlying networking from public networks used for data transport. It also allows the NOC to isolate multiple customer networks and routing
- > All traffic in the GRE Tunnel is encrypted with IP Security. This prevents any data sharing until a pre-shared key establishes a secure association between the customer's system and the NOC

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