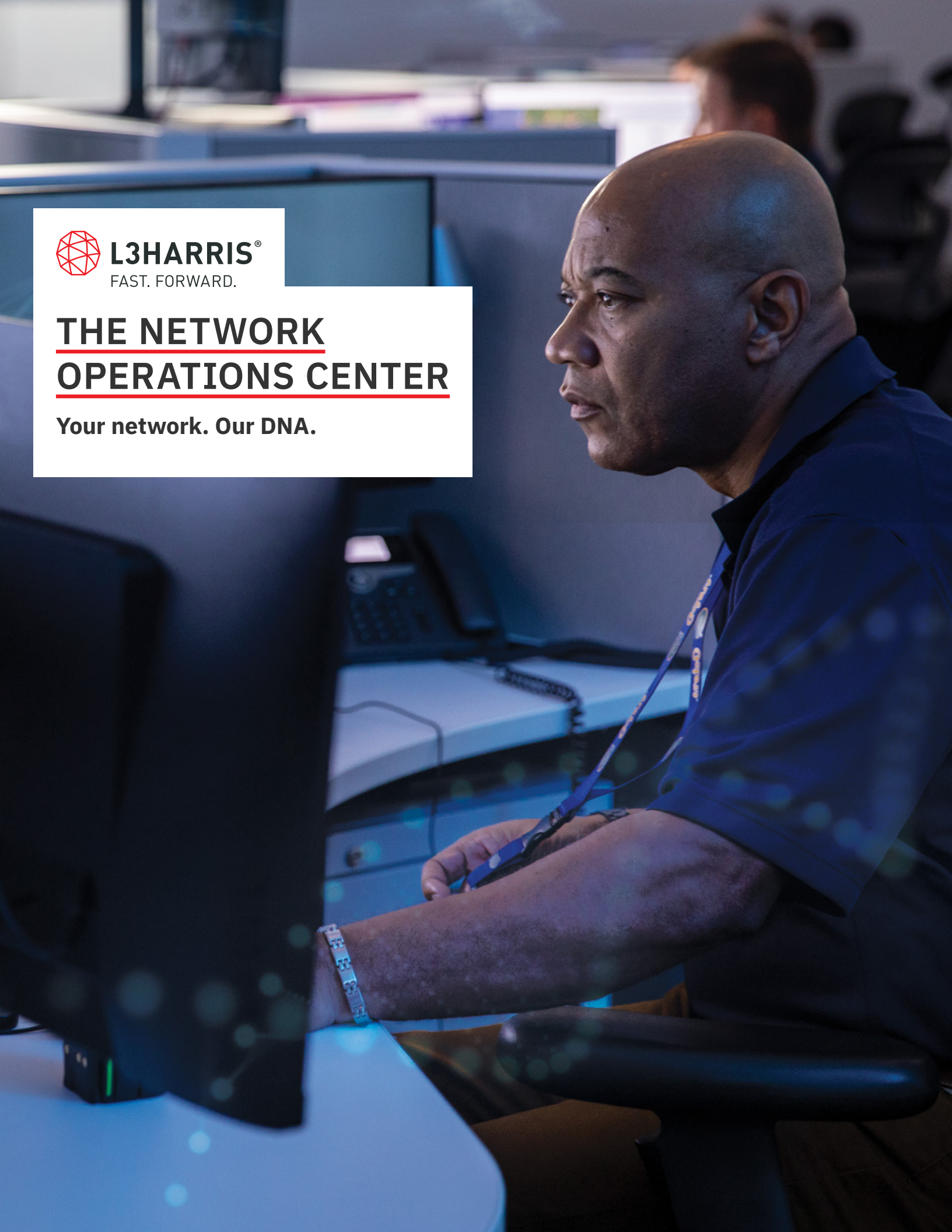# L3HARRIS®
FAST. FORWARD.

THE NETWORK OPERATIONS CENTER

Your network. Our DNA.

WHAT IS A NOC?

You count on your radios and systems for on-demand, mission-critical communications around the clock. But do you have a way to protect that lifeline? The Network Operations Center (NOC) is an integrated managed support operation for securing your network infrastructure today and into the future.

Staffed **24/7/365** with professionally trained technicians, the center ensures your critical communications system performance is continually monitored. Should your network encounter service impacting issues, they are quickly documented and dispatched accordingly. All day, every day.

With over 80 years of managing the most complex communications operations in the Americas, you can count on mission-critical reliability, service and performance when it counts the most. Known industry leaders, we are unmatched in our start-to-finish performance.

What can a NOC do for you?

By monitoring your existing infrastructure in real time, we can quickly identify disruptions and take the necessary actions to minimize network impact and keep your teams seamlessly connected and communicating. Continuous system access provides situational awareness including incident status, network health and system availability. The NOC provides both near-term 24/7/365 coverage, as well as long-term coverage adaptable to customers' evolving operations and technology needs.

NOC at your service

We support customers, large and small, across North America, including the State of Florida. Served by our NOC for over 20 years, our proven expertise is honed from managing large complex systems along with custom-tailored solutions that are right for you.

Our staff are professionally trained specialists who provide dedicated service around the clock. Consider us your heartbeat, keeping all systems running so you can focus on what matters most.

"We've got skilled technicians and dedicated vendor support to ensure that recovery from any event is done as quickly as possible so that all communications are restored when it's most vital to our first responders."
— Terry O'Briant, NOC Technician

✓ **24 HOURS**
✓ **7 DAYS**
✓ **365 DAYS**
ALL IN

In this center, not only do we monitor the state of Florida's law enforcement radio system, but numerous other systems throughout the United States and Canada as well.

Steve Williams, SLERS Director,
LT. COL. (RET.) FHP

UNLOCK THE BENEFITS

> **Increased Security:** Automated measures and incident response protect your data from threats

> **Maximized Reliability:** Regular monitoring ensures compliance and resilience

> **Elevate Efficiency:** Streamlined operations reduce costs and maximize productivity

> **Improved Performance:** On-demand access to specialized technicians for rapid resolutions

> **Proactive Support:** 24/7 monitoring identifies issues for immediate response and minimal downtime

https://bit.ly/Hurricane-Ian

Scan to see how the NOC supported Florida during IAN

NOC MANAGED AND SUPPORTED SERVICES

TIER 1

24/7/365 System Monitoring
All L3Harris LMR components including:

> RF, multisite, simulcast, dispatch

> Consoles, gateways, NSS equipment servers

> Network infrastructure monitoring

> Documenting and dispatching all critical, major and minor alarms in the Regional Network Manager (RNM)

> Monthly reporting of work orders including all alarm work orders generated by system, alarm type and equipment

TIER 2

Enhanced 24/7/365 System Monitoring
Everything in Tier 1, plus:

> Facility and environmental alarms

> Monitoring of your transport backbone alarms integrated with the RNM

> Microwave, fiber and MPLS routers

Security Clearance Verification

> Maintain database of cleared personnel

> All access is managed and documented for safety and security

Shelter Security Alarm Monitoring

> Access alarms and motion detectors

> Video monitoring and keycard access

TIER 3

Custom 24/7/365 System Monitoring
Everything in Tier 1 and Tier 2, plus:

Detailed data collection, analytics and reporting

> Custom reports

> Analysis of system events

Customer access ticketing system

> Lookup and review of work orders

> Assistance in the use and administration of Advanced Maintenance Management System (AMMS)

Other Services Available

> System components outside of L3Harris-provided equipment

> Inquire about more options

FAST. FORWARD.

A single source for a real-time view of your entire operation keeps you focused on your critical priorities. We mitigate risks, improve efficiency, and keep you connected and safe. When it matters, stay centered.

You can rely on expert consultation to assess, plan and design your systems and networks. We also provide hardware repair and preventive maintenance services as well as onsite and remote technical expertise to ensure the smooth functioning of mission-critical operations. Yours.

Interested? Let's talk.
PSPC_Sales@L3Harris.com

L3HARRIS®