

# Network Operations Center

At Meridian IT, we strive to give our customers every possible advantage – from professional expertise to equipment. Our Network Operations Center plays an important role in that commitment, giving our customers the highest level of customer service and technical support.

Our NOC is staffed with Avaya Certified Engineers (ACE's) to ensure quick and knowledgeable responses to service requests – always 24/7/365 with two hour emergency and 24 hour routine. With MAC Monitoring, your Definity/Media Server self-checks for errors throughout the day. If any errors are sensed, the NOC is notified immediately and appropriate action is taken automatically by our PBX monitoring system, which provides Artificial Intelligence to remedy problems before they can impair your organization's functionality.

## **Other Meridian IT NOC features include:**

- Priority queuing
- Ticket status updates
- Network documentation
- Remote Moves, Adds and Changes
- SNMP Monitoring
- Tier 2-3 Field Support
- Engineering Support and Dispatch
- 20 Associates with Certs in Aruba, Avaya Voice and Networking, Cisco, Juniper, Palo Alto, Coraid, and Legacy Nortel

**For more information, please contact Meridian IT at [customerservice@meridianitinc.com](mailto:customerservice@meridianitinc.com) or 847-964-2664.**

Meridian IT Inc. is a member of Meridian Group International, a collection of companies engaged in technology and equipment leasing businesses. Since 1979, Meridian Group has been helping organizations optimize the strategic value of their IT investments. Learn more at [www.onlinemeridian.com](http://www.onlinemeridian.com)

Nine Parkway North, Suite 500 / Deerfield, IL 60015 USA / Tel. 847.964.2664  
[www.meridianitinc.com](http://www.meridianitinc.com)

