



Global Satellite Solutions

Industry Leading  
Support

24 x 7 x 365

# Network Operations Centre

NewSat's two Australian Network Operation Centre's (NOC) provide 24 x 7 x 365 days support to every client.

# Network Operations Centre

NewSat provides every client with the best quality of service through cutting-edge technology, world-class solutions and industry leading technical support.

## Network Operations Centre (NOC)

NewSat's Australian NOC's in Perth and Adelaide both deliver 24 x 7 x 365 days support, providing your business with the confidence your link will always be on and protection from any implications of down-time. Both NewSat's 24 x 7 x 365 NOC's can be contacted anytime from Australia and overseas, so our clients are always connected to NewSat's technical support.

## Latest technology and hardware

NewSat's Teleports adopt the latest technology through industry leading SLA's, systems and processes, such as real-time systems specific network monitoring, which ensures optimal up-time and efficient throughput. With both Teleports providing 24 x 7 x 365 days a year support, NewSat safeguards clients from the implications of down-time, providing real-time personal response, thereby maximising operational efficiency and productivity. Multiple redundant IP feeds to each Teleport ensure a level of redundancy is always available.

## Rapid service restoration response rate

NewSat's technical support phones are manned 24 hours a day, 7 days a week, 365 days a year and are answered in Australia, not diverted off shore. This allows immediate action and response to occur, ensuring any possibilities of down-time can be avoided and rectified immediately.

## Training and implementation

NewSat's technical support staff are vendor certified and trained, ensuring every system is maintained to the highest standards. NewSat's technical support team train and support clients in the implementation of their system, providing total education and support end-to-end.

## Services

- 24 x 7 x 365 technical support
- Australian manned phones
- Latest technology and hardware
- Immediate service restoration
- Ongoing training and support

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