



GuestTek
freedom of reach



Why we are so good at Escalated Support

The NOC (AKA Network Operations Center) team represent the top tier of guest support available. The NOC's primary focus is on addressing network-wide or highly technical issues within our hotels. In other words, the buck stops here.

HUMAN RESOURCES

Our Policy: All NOC agents are "schooled" on the Help Desk. These highly skilled and experienced individuals are hand picked from amongst our best performing Help Desk agents. This ensures that each NOC agent has been through our rigorous training and certification process, plus they have honed their communication and troubleshooting skills through successful case resolutions. NOC assistance is available 24/7/365 in English; with French, Cantonese, Spanish and Hungarian available on a more limited basis.

Once selected to join the elite NOC group, the agents then receive specific training in:

- VLAN
- Java troubleshooting
- IP logistics
- Internal Network Schema
- Frame Relay
- ATM support
- Comprehensive DSL/Wireless configuration & troubleshooting

TECHNOLOGICAL TOOLS

In addition to the VOIP telephone system and Synapse™ tools, NOC also utilizes an NMS (Network Management System) and manages the Technology Protection Program (hardware replacement and on-site support).

NMS

The Network Management System allows NOC agents to gain remote visibility of all network devices, thus ensuring prompt response to hardware failure. How Does it Work? Guest-Tek's NMS system interacts with Nagios, an Open Source monitoring software. The NMS uses SNMP (simple network management protocol) to poll every hotel constantly. This gives the NOC an up to the moment picture of the network in each of our hotels. Nagios then creates a visual hierarchy of each hotel, including all devices within each individual network. "Traps" and "Flags" have been created to notify our NOC group and create tickets for them to track any equipment or key processes that appear to have ceased functioning. All sensitivities are measured according to our specifications.

TECHNOLOGY PROTECTION PROGRAM

The NOC also manages Guest-Tek's new optional Technology Protection Program. The TPP is a cost-effective solution that provides hotels with the peace of mind that their network will be professionally monitored and maintained for up to a 3 year period following purchase. This program gives customers the comfort of knowing that their network will be repaired within a fixed response time and at a fixed cost. The TPP is comprised of 2 components, Onsite Technicians & Hardware Coverage. The NOC will arrange to send a qualified technician to your property within the period specified by your service level option. If equipment must be replaced, it will be done so by the technician while on-site.

To realize the full potential of an on-site support technician, break-fix service on GlobalSuite high-speed internet access network hardware will be provided for eligible hardware at no additional cost for the duration of the agreement.