structured

bridging people, business & technology™

Managed
NOC

Assure, Protect and Defend
Your IT Resources.

As infrastructure grows, visibility shrinks -- as does the time available to manage everything. When problems arise in today's complicated networks, it can be difficult to address root cause – always costly in terms of hard dollars and lost time. Add in the complexity of modern security requirements and your team is no longer in the driver's seat – it is being driven to distraction.

Wise companies with stretched resources simplify. They turn to a reliable alternative to manage and automate key aspects of the network to regain control, meet performance goals, boost security and exceed end-user expectations. They **rely on a trusted partner to deliver on the promise of a network operations center (NOC): An assurance that IT resources will always be reliable, performant and available.**

Our skilled staff, combined with proactive monitoring and management tools, reduce network complexity and gain optimal performance for your business 24x7x365. We will monitor, manage and support your organizational infrastructure – in a data center or branch office, at the edge, or in the cloud – regardless of vendor. We can also provide best practice and product recommendations for building a secure, sustainable and cost-effective IT infrastructure that enables every facet of your business mission.

Following the principles of ITIL 4 and ITSM in its service delivery, Structured allows you and your team to become more agile, flexible and collaborative within your own environment by managing your risk and reducing your likelihood of IT asset failure and service disruption.

Let Structured's Managed NOC Team become your trusted partner in assuring, protecting and defending your IT resources.

Regain Balance
And Grow.

Right-sizing budgets for IT infrastructure operations and maintenance can be tricky. Many organizations overspend on labor because they've not invested properly in process efficiencies, tools and automation. Others underspend on labor because they've built an environment that is just good enough to meet needs, but not typically staffed well enough to drive significant improvements in service delivery quality.

This misalignment between business needs and network operations poses significant consequences for business. **Gartner predicts that by 2024, 80 percent of enterprises that align network operations plans to business-led objectives will grow faster than competitors that do not.** This is up from 25 percent in 2020.

Outsourcing routine IT infrastructure operations and maintenance to Structured allows you and your team to focus on projects that will drive growth and ROI, all without wasting prior infrastructure investments.

Structured: The safer, saner choice
for NOC Services.

Security vulnerabilities, unmanaged inventory, wasted resources, compliance issues and service delays are common risks with serious consequences for some internally managed NOCs. So are employee turnover, burnout, and skills gaps.

There is an easier path -- Structured's Managed NOC Services. With a single agreement, you can regain balance and control over your organizational IT infrastructure and deliver sanity once again to your in-house team.

Managed NOC Benefits at a Glance

▶ Service delivery assurance

▶ Data availabillity, integrity and protection

▶ Predictable, affordable OpEx model

▶ SOC 2, Type 2-compliant teams and processes

▶ 24x7x365 service

▶ Diverse team with a vast skillset

▶ Proactive vulnerability management & patching

▶ Proactive troubleshooting

▶ Equipment lifecycle planning

▶ Fast ticket resolution, defined SLAs

▶ Monthly reporting that helps with compliance audits

▶ **96.8% positive CSAT scores**

THE CHANNEL CO.
CRN
TECH ELITE
250
2011-2023

THE CHANNEL CO.
CRN
MSP
500
2016-2023

THE CHANNEL CO.
CRN
SOLUTION PROVIDER
500
2011-2023

Managed NOC
Services at a Glance

Structured Managed Services

	Secure	Complete	Core
Remote Management & Monitoring	✔	✔	✔
Configuration Backup & Cloud Storage	✔	✔	✔
Alert Validation & Escalation	✔	✔	✔
Device Firmware Upgrades & Patching	✔	✔	✔
Priority Access to Engineering Resources	✔	✔	✔
Event Correlation	✔	✔	
Troubleshooting & Remediation for NOC Incidents	✔	✔	
Root Cause Analysis of Critical Issues	✔	✔	
Move / Add / Change & Service Requests	✔	✔	
ISP or Hardware Vendor Escalations & Follow-up	✔	✔	
24x7 End-User Helpdesk	✔	✔	
Endpoint Detection & Response (EDR)	✔	✔	
Customized Real-Time Dashboards	✔	✔	
Dedicated Customer Success Engineer (CSE)	✔	✔	
Discretionary On-Site Response	✔	✔	
Device Fulfillment & Provisioning	✔		
Managed Detection & Response (SIEM)	✔		
Managed Security Operations Center (SOC)	✔		
Security Incident Remediation	✔		
Incident Management Services	✔		

Advantage
YOU

Structured's Managed NOC services help you monitor, manage and support your IT infrastructure from the data center, to the edge, to your clouds. Our skilled staff, combined with proactive monitoring and management, reduce network complexity and gain optimal performance for your business.

Leverage the efficiencies of a diverse, expert team to achieve stability and continuity. Streamline business operations by improving uptime, availability and security.

> *"We greatly appreciate the service we get from Structured."*
>
> - Public Service Agency in Oregon

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Compliance
Services

In addtion to Structured's Managed NOC services, we also provide supplementary security services delivered by our Governance, Risk and Compliance (GRC) and Managed SOC teams.

Proactive incident prevention is critical for our clients. As network perimeters change with the addition of each new IoT technology, user device, SaaS application, and evolution of internet service, it is important to periodically review equipment configurations and solution effectiveness.

For many, 3rd party compliance services are mandatory to meet regulatory requirements.

If you have a compliance mandate - or if you are simply vested with making your environment as secure as possible -- additional services can be added into a bundle as requested. This can dramatically improve your security posture and identify areas within your organization outside of the technology stack that need remediation.

Services to Consider

▶ Managed Endpoint Detection & Response (EDR)

▶ Managed Mail Security

▶ Managed Security Operations Center (SOC)

▶ Managed NAC for Aruba ClearPass

▶ Virtual CISO

▶ Pen Testing/Vulnerability Scanning

▶ Ransomware & Disaster Recovery Preparedness

▶ Managed Citrix

▶ ▶ ▶ ▶

About
Structured

Structured is an award-winning solution provider delivering secure, cloud-connected digital infrastructure and managed services.

For nearly 30 years, we've helped clients through all phases of digital transformation by securely bridging people, business and technology. Customers trust us to provide valuable insight throughout the process of selecting and implementing secure and scalable IT strategies, platforms, processes and policies that meet modern expectations and drive measurable improvements throughout the enterprise.

Throughout this journey, they rely on us to provide design guidance, engineering assistance, and product recommendations that adhere to industry best practices, boost ROI, and – most importantly – maximize information security and regulatory compliance.

ALASKA MUNICIPAL LEAGUE

Alaskans face unprecedented cybersecurity risks, including increasingly sophisticated adversaries, widespread vulnerabilities in commonly used hardware and software, and broad dependencies on network technologies for day-to-day operation of critical infrastructure.

AML has negotiated an agreement with Structured, a local solution provider, for Managed NOC Services. These services are available to all eligible entities, including local governments, Tribal governments, and political subdivisions (public) of the state.

AICPA SOC
aicpa.org/soc4so
SOC for Service Organizations | Service Organizations
™

Structured Managed Services maintains the prestigious American Institute of CPAs (AICPA) SOC 2 certification.

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Interested in Managed NOC?
Get in touch!

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