

NOC Monitoring Manage Service



Business Proposal Agilus Diagnostics

15th July 2025 – V1.1

Executive Summary

In today's digital landscape, continuous availability and performance of IT infrastructure is critical for business success. This proposal aims to establish a robust, in-house Network Operations Center (NOC), which will provide end-to-end monitoring, management, and response capabilities across all network and server resources.

The proposed solution leverages ManageEngine OpManager to monitor critical systems, ensuring service uptime, security compliance, and operational efficiency.

The NOC setup will enhance visibility into IT operations, ensure faster response and remediation, and support future scalability while reducing reliance on external vendors.

NOC Support

This Network Operations Center (NOC) will be staffed by highly skilled NOC Engineers who will provide comprehensive 16 x 7 oversight. Their operations will be guided by well-structured Standard Operating Procedures (SOPs) and clearly defined workflows to ensure efficiency and consistency in monitoring and managing the network.

Key Features:

- **Skilled NOC Engineers:** Our team consists of experienced professionals adept at handling complex network environments.
- **16 x 7 Oversight:** Continuous monitoring and support to ensure network reliability and performance.
- **Structured SOPs:** Detailed procedures to guide all aspects of NOC operations, ensuring standardized and efficient processes.
- **Defined Workflows:** Clear workflows to streamline incident management, change management, and other critical tasks.
- **80% Onsite Monitoring:** The majority of monitoring activities will be conducted onsite, providing immediate response capabilities.
- **20% Remote Monitoring:** A portion of the monitoring will be handled remotely to ensure flexibility and coverage during off-peak hours.
- **This approach ensures that our NOC is always prepared to detect, report, and address any network issues promptly, maintaining optimal performance and security for our IT infrastructure.**

Scope - NOC Monitoring

•Network Monitoring

- ⑩ Real-time monitoring of network devices, servers, and applications.
- ⑩ Performance metrics tracking and alerting.
- ⑩ Bandwidth utilization analysis.

•Incident Reporting

- ⑩ Immediate reporting of network incidents.
- ⑩ Documentation of incidents and their impact.
- ⑩ Regular updates on incident status.

•Performance Reporting

- ⑩ Regular performance reports and dashboards.
- ⑩ Trend analysis and forecasting.
- ⑩ Customizable reporting based on business needs.

•Security Reporting

- ⑩ Continuous monitoring for security threats.
- ⑩ Vulnerability assessments and reporting.
- ⑩ Incident reporting and documentation.

▪Database Monitoring

- ⑩ Database Size and Growth
- ⑩ Index Usage and Fragmentation
- ⑩ Transaction Logs, Security Events, Error Logs
- ⑩ Backup and Restore Status, Replication Status, Deadlocks
- ⑩ User Activity,

•Infrastructure Monitoring

- ⑩ **Servers:** Monitoring server health, performance, and uptime.
- ⑩ **Network:** Monitoring network devices, links, and traffic.
- ⑩ **Database:** Monitoring database performance and availability.
- ⑩ **Firewalls:** Monitoring firewall activity and security.
- ⑩ **Critical Switches:** Monitoring critical network switches.
- ⑩ **Critical Services:** Monitoring essential services and applications.
- ⑩ **Application Monitoring:** Monitoring application performance and user experience.

Out of Scope

.Tools License

- Licensing and procurement of monitoring tools.

.Solution Implementation

- Direct resolution of reported issues.

.Hardware Procurement.

- Any hardware procurement is out of Scope.

Deliverables - NOC Monitoring

.Regular Monitoring Reports

- Detailed performance metrics.
- Incident summaries and resolutions.
- Security threat reporting.

.Dashboards

- Real-time visualizations of network health.
- Customizable views for different stakeholders.

.Trend Analysis

- Historical data analysis.
- Forecasting potential issues.

Advantage of NOC

Implementing an internal NOC offers multiple strategic and operational advantages:

- **Reduced Response Time:** Direct oversight allows faster reaction to alerts without dependency on third-party SLAs.
- **Customization:** Internal teams can fine-tune thresholds, escalation levels, and reports based on business context.
- **Operational Visibility:** Provides clear insight into network and server health, allowing better planning and proactive maintenance.
- **Internal Expertise Growth:** Engineers gain deep organizational knowledge, improving long-term performance and service reliability.
- **Improved SLA Adherence:** Real-time alert handling and process-based escalation ensure better service delivery to business users.
- **Faster Response Time:** Issues are detected and responded to in real-time without third-party delays.
- **Improved SLA Management:** Proactive monitoring ensures SLA compliance with clients/internal teams.

NOC Room



Commercials

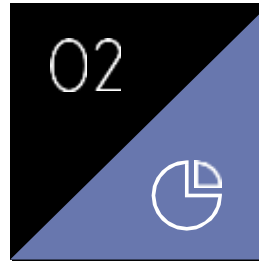
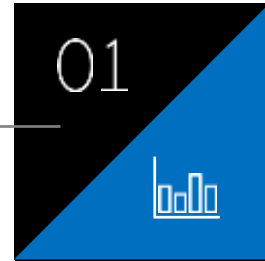
#	Service	Service Description	Total Cost (INR) Inclusive of Taxes	Remarks
1	NOC Monitoring Manage Service	NOC Monitoring 16 X 7 Support.	36,00,000/-	<ul style="list-style-type: none">• Monthly billing will be 3.0L•80% on site•20% Skillmine Office(Mumbai)

Terms & Conditions

- All Invoices under this agreement shall be raised on the 1st day of the month for the previous month to be paid within 15-30 days from the date of invoice.
- All the proposed resources would be on the permanent payroll of Skillmine i.e., statutory, and medical benefits would apply to all
- The quoted price for Managed Services proposed is fixed for the next 12 months and thereafter with a YOY - 4% hike

Assumptions, Agreements & Obligations

Customer will provide all Tools and approvals as needed for the project



Customer will provide necessary information and documentation required initially for Skillmine to undertake this assignment including technical design documents, functional design documents, setup documents, VPN Connectivity etc..

The price is restricted to the scope stated in this proposal and is subject to changes for any future deviation in scoping.



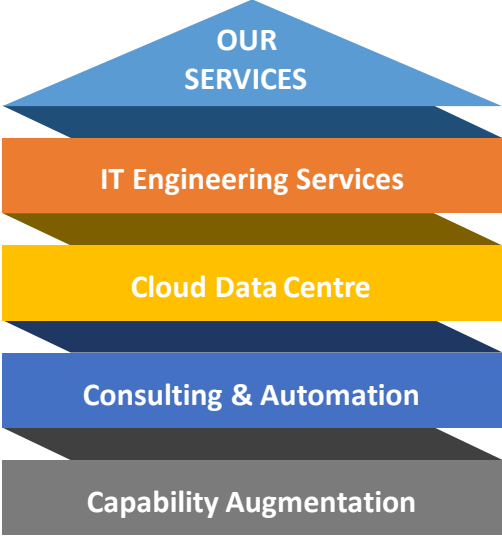
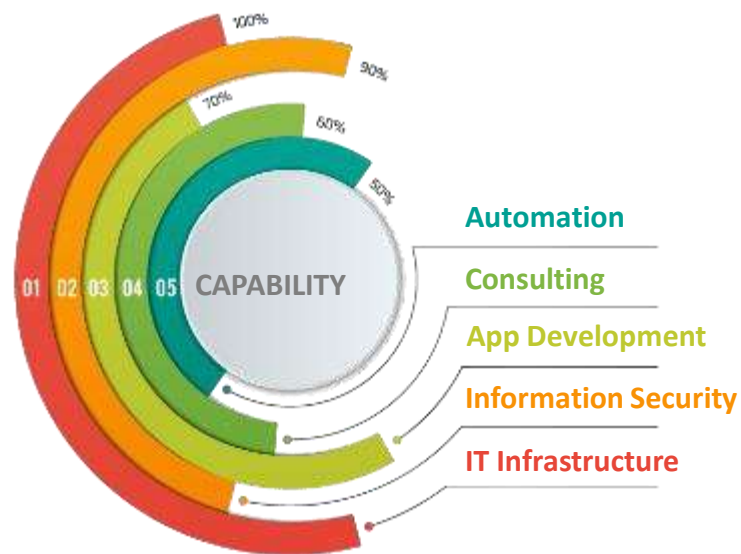
Skillmine to make own arrangements for travel, lodging, boarding etc..

All IT equipment - hardware and software are at vendor supportable levels, have active warranty, maintenance, and/or support contracts, and will remain so for duration of contract. SLA will not be applicable if any of IT devices are not under AMC/Warranty or vendor supported levels.



Skillmine should have right access to Customer's systems, platforms and vendors to discharge its duties.

About Us



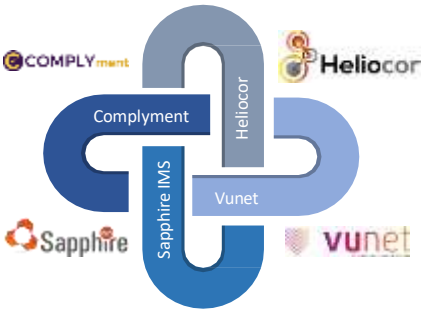
VALUE PROPOSITION



KEY CUSTOMERS



KEY SOLUTIONS



KEY PARTNERS



OUR MOTTO



Optimize businesses with right technology in place and aligning right competency on time.



OUR METHODOLOGY



THINK BIG



SEE THE DISTANT



PUSH THE LIMITS



India | Middle East | UK | USA



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