

We Are Solution For You

NOC SERVICES

We help you take control of your infrastructure support through a suite of NOC solutions designed to meet the specific needs of your technology environment and operational workflow.



contact @ayukul.com | <https://ayukul.com>

Ayukul's NOC Services

Ayukul Technologies provides the industry's most effective NOC and helpdesk offerings available. While we offer each service individually, we believe customers get the most value when they deploy them jointly.

Our model closely integrates the services providing our helpdesk and NOC team full visibility to the customer's environment. Customers benefit from this approach because the helpdesk team is always aware of infrastructure incidents that effect users and the NOC team can be even more proactive in recognizing issues coming from users to more quickly remediate any problems. A unified service that covers everything from servers, networks, desktops and users is the key to faster problem resolution and increased customer productivity and satisfaction.

Focused exclusively on selling through Managed Service Providers (MSPs), Ayukul Technologies understands that helpdesk and NOC are core to any successful service business and the most visible and impactful services you provide to your customers.

Remote Monitoring & Management

Triaging the constant flow of alerts from servers and networks, troubleshooting and fixing problems can be all consuming for an IT business. Ayukul Technologies wants to be your partner and support your business in whatever way makes sense for you. Allow us to take care of the mundane tasks while your key staff focuses on high margin projects and closing more business.

Ayukul Technologies leverages all the common RMM and PSA platforms to seamlessly integrate with your existing business and help you grow with support for all the technologies, applications and platforms that your customers use.

As a Ayukul Technologies partner, you have access to our expert NOC team that is trained, certified and equipped to solve the most demanding technical issues 24/7. Our NOC services model incorporates several levels of service to align with your business and your customers' requirements. Our NOC can either complement your team or act as the service resource on your behalf.

Features & Benefits

<p>Certified Expertise Windows, Networking, Storage, Physical Servers, Virtualization, Security, Cloud Solutions and Virtual Desktop Infrastructure</p>	<p>Access to Skills Not Available Internally Gain access to vast technical resources at all levels</p>
<p>Leverage your Ticketing System Connectwise, Autotask, Ostickets, Jira Service Desk, Zendesk, Zoho Desk or any ticketing system that you use</p>	<p>Fast Time to Value Keep your team productive using the tools they know</p>
<p>Leverage your RMM Solarwinds, Kaseya, Labtech, Atera, ManageEngine, PRTG, Nagios, Zabbix, LogicMonitor, Icinga, GFI and other RMM platforms</p>	<p>Seamless Integration We use your ticketing system, RMM platform & monitoring tools</p>
<p>Full Integration of Services Helpdesk & NOC available from a single vendor</p>	<p>Deliver the Highest Quality Services Central flow of information allows users to be aware of issues and get them fixed faster</p>
<p>Bench Strength If a team member leaves, we immediately pull a new resource from our internal team of certified professionals</p>	<p>Recruiting & Retention Dedicated recruiters constantly identify top talent</p>
<p>North American Helpdesk All user support is delivered from native English speakers in North America</p>	<p>Fast Issue Resolution We fix problems fast & get your customer productive quickly</p>
<p>Optional Dedicated Teams for SMEs Completely dedicated teams for SME customers leveraging their tools & process</p>	<p>Move Up Market Penetrate larger accounts with compelling value proposition & revenue potential</p>
<p>Improve Scalability Rapidly add new services or augment existing services</p>	<p>Enhance Strategic Focus Increase your profitability and scale up or down as competitive requirements</p>



Watch

Ayukul Technologies WATCH service was designed for MSPs who prefer a hands-on approach to resolving server and network problems, yet want to use our remote NOC to validate and triage alerts with appropriate escalation to your team. WATCH includes 24x7 monitoring of server and network device status including performance monitoring of CPU, memory and internet connectivity. Event log monitoring and security and critical patches are also provided and other patches are available upon request. This service also includes monitoring of backup jobs.

Desktop Maintenance

Desktop maintenance is one of the most underappreciated and thankless tasks performed by any MSP. Ayukul Technologies offers a blend of proactive desktop maintenance with the option of a full helpdesk available for customers who require direct phone support. The preventative maintenance service includes delivery of Microsoft critical and security patches for the O/S, Internet Explorer and Microsoft Office plus configuration and monitoring of anti-virus software. You can use our service desk team to augment your own internal resources or add an entirely new service to your portfolio by allowing Ayukul Technologies to provide the entire solution.

Scope of Support

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MSP Tool Support

PSA: Connectwise, Autotask, Ostickets, Jira Service Desk, Zendesk, Zoho Desk or any ticketing system that you use
RMM: Solarwinds Network/Server Monitoring Tools, Kaseya, Labtech, Atera, ManageEngine, PRTG, Nagios, Zabbix, Logic-Monitor, Icinga, GFI and other RMM platforms

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Operating Systems

Windows 10 and previous
Windows Server 2008 and later
Mac OS 9 onwards

Manage

MANAGE is the solution for MSPs looking for a complete managed service that includes full troubleshooting and remediation of server and network device issues. Our certified technicians are at the ready to resolve server issues. MANAGE includes all the 24x7 proactive monitoring provided in WATCH and it also includes full troubleshooting and remediation of issues. Remediation includes root cause analysis to ensure that Ayukul Technologies doesn't just treat the symptom, but rather identifies the underlying cause of the problem so that the issue is resolved permanently.

On-Demand Service Request

In addition to the monthly managed service offerings, Ayukul Technologies also provides a task-based service that enables MSPs to fill gaps in delivery expertise. This allows MSPs and customer IT teams to focus on services and projects that are more strategic to their business. Typical Service Request projects include vendor management, restore from backup, server migration, Active Directory and/or Exchange migration, server consolidation, network device configuration, database design, upgrade or migration, application installations, etc.

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Supported Platforms

All Windows Hardware
All MAC Hardware
Server: Windows, Linux
Networking: Cisco, Juniper, HPE/Aruba, SonicWall, Checkpoint, FortiGate, Watch Gaurd, Ruckus, Mikrotik and Ubiquiti
Virtualization: VMWare, Citrix, Microsoft Azure, KVM
Database: MS SQL, MySQL, MariaDB
Cloud: Microsoft Azure, Amazon AWS and Vultr Cloud Solutions
Backups: Symantec Ent Vault EMC, Avamar and Veeam 9.5U4-Later, Infrascalse, Acronis, ArcserveUDP, BackupAssist and HyperScale