



Monday, January 14, 2013

## WANSEC Raises the Bar for Remote Support by creating MyNOC®; a Domestic, Multi-lingual, Levels 1-3 Outsourced NOC Support Solution

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**MyNOC delivers a complete, yet affordable, Domestic, IT service platform; a fully integrated 24/7/365 NOC and Help Desk Solution, based on WANSec's NexusDirector Technology**

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**United States, Kansas, Overland Park** – **WANSEC today** introduced its MyNOC® remote monitoring and management (RMM) platform, driven by the latest version of its flagship **NexusDirector®** technology. By delivering the industry's most comprehensive monitoring, management and automation capabilities, including complete remote device configuration and management capabilities, the fully integrated Network Operations Center (NOC) and Help Desk Services, **MyNOC** enables both large and small companies access to a multi-lingual, domestic helpdesk support solution offering levels 1 – 3 support and escalation making it possible to proactively manage issues and get the most affordable remote support available in the industry today.

“MyNOC leverages the unique correlation, ticketing, event tracking and automation capabilities of NexusDirector - the industry's most advanced tool for monitoring Internet backbone, Telecommunications & VoIP, Managed Datacenter, Financial, FX, Big Data and Cloud services networks” said Robert Smith, CTO at WANSecurity, Inc.

“The ability to efficiently perform problem diagnosis and consistently resolve customer issues based on NexusDirector's advanced monitoring solutions, coupled with network self healing and electronic run-book solutions for the most common IT problems, makes WANSecurity MyNOC an unprecedented value by relieving the major costs associated like personnel, monitoring and management systems. Shifting the RMM requirement to our MyNOC solution ultimately means a higher level of service to our customer's clients at the lowest possible cost. WANSEC provides complete support for both service provider and corporate systems, including Microsoft / Oracle / Cisco /

Brocade / Juniper / Extreme / Force10 / HP and Nortel Systems, as well as any other POSIX compliant OS or unix-like operating system including Linux, \*BSD and most common applications and networks components.”

Some key features of the MyNOC solution include:

- Multi-lingual Support – MyNOC offers a culturally diverse staff, which enables support in several different languages including English, Japanese, Chinese, Spanish, French and German.
- MyNOC and NexusDirector – Whether we’re receiving alerts from the monitoring tool or in-bound escalations from our Customer’s staff, the NexusDirector management platform allows our operations staff to get answers quickly and effectively escalate problems to higher level , ensuring the highest levels of uptime and application availability in the industry today. All from our United States and Tokyo based support centers.
- Documentation & Trend Analysis – With the MyNOC solution problems are identified and categorized with easy access, in the case of repeat issues, which enables us to proactively help our Clients with recommendations, re: on-going requirements of future needs allowing them to stay ahead of potentially catastrophic situations.
- Trusted Advisor – Proactive support is an integral part of maintaining an IT environment that consistently aligns with it’s business needs, so the MyNOC service includes periodic reviews with our Customer’s IT decision-makers in order to ensure they are adequately planning for their company’s growth requirements.

For complete details about MyNOC or to learn more about our special early 2013 Q1 and Q2 discount offers for new Client activations, please call us at:

+1 213.785.7800 or Toll-Free 877 4 WANSEC

or visit our extranet site:

<http://www.wansec.com/services/MyNOC>

## About WANSecurity, Inc.

WANSEC provides the MyNOC<sup>®</sup> solution, using the NexusDirector<sup>®</sup> remote monitoring and management platform via U.S. & Tokyo based operations centers to support both small and large businesses. WANSec’s unique technology and differentiated staffing model, enables us to provide an unparalleled support experience to our Customers.

Additionally, WANSEC offers our time tested and proven solution as a services based model acting as your 3<sup>rd</sup> party, back-end provider for your existing IT service managers that need an affordable, yet comprehensive 24x7x365 NOC solution for their Clients. Complete management and automation features, with 100% integration to best-in-class (RMM) platform, allows MyNOC engineers to remotely support all of the IT products used by our Customers and their Clients through an easy-to-use, web-based management portal. WANSEC's proprietary telephony system based on Asterisk<sup>®</sup>, coupled with it's private leased line based networks, and global IP network (AS 1421) gives WANSec, a global Internet footprint with end to end QoS for latency sensitive IP services like VoIP, Internet Gaming Video Conferencing, as well as Jumbo Framing for DR, Remote Backup and other high bandwidth intensive purposes. Visit our website or call now to see how WANSecurity can be the catalyst and enabler of your organization's IT requirements.

**For more information, visit <http://www.wansec.com>**

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NexusDirector<sup>®</sup> is a registered trademark of WANSecurity, Inc.