Managed Services

N-Wave managed services provide much more than just the service itself. There are many supporting services needed to support managed services. From purchasing to property management and from Assessment & Authorization (A&A) to monitoring.

Purchasing:
N-Wave handles 100% of the purchasing of equipment and maintenance contracts. Offices subscribing to managed services remove the overhead of managed service contracts and making purchases with vendors for the equipment - this is all included with the service.

Property:
Assigning Commerce Department numbers, tracking and verifying property, updating records after hardware replacement and more are all elements moving to N-Wave's responsibility as part of delivering the service. For subscribed offices this reduces the strain on property custodians and is handled 100% by N-Wave for equipment covered under the subscribed services.

Monitoring:
Monitoring requires tools to be deployed, configured, upgraded, and maintained. The tools have upfront and yearly cost. Most are not responding to monitoring 24x7. With Managed Services all the monitoring is handled by N-Wave this includes a 24x7x365 service desk. N-Wave has robust monitoring and alerting tools that provide numerous metrics about the service.

Security:
With inherited controls and N-Wave handling the A&A for equipment that is part of managed services. Offices subscribing to these services reduce their cost for A&A overall as well as eliminating the entire portion falling under managed services.

Visibility:
N-Wave provides dashboards for offices subscribed to managed services. Dashboards show real time and historical data about connections and provided services.This transparency allows users to evaluate their service and see actual service levels.

For More Information

Interested in learning how N-Wave Managed LAN can meet your needs?
Submit a **new service request** today!

Visit N-Wave's Website: **nwave.noaa.gov**

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