USA Telecom Consulting, LLC
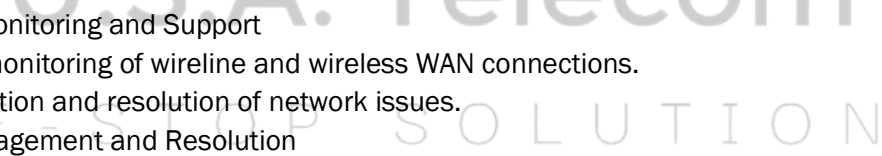# Comprehensive NOC Support & Software Solutions

USA Telecom Consulting, LLC is a trusted industry advisor providing innovative telecommunications solutions that simplify complex technologies. As an SBA Certified SDVOSB with decades of experience, we are committed to delivering professional excellence to meet dynamic, mission-critical requirements.

Service Offering Overview

➢ Tier 1 Network Operations Center (NOC) Support

Our Tier 1 NOC Support services ensure robust network monitoring and management, focusing on maintaining and improving network performance and reliability.

Key Features:

- 24/7/365 Monitoring and Support
- Continuous monitoring of wireline and wireless WAN connections.
- Prompt detection and resolution of network issues.
- Incident Management and Resolution
- Comprehensive incident management from detection to resolution.
- Engagement with third parties to quickly register and escalate trouble tickets.
- Proactive Cellular Monitoring
- Real-time monitoring of cellular performance metrics (DBM, RSRP, RSRQ, RSSI, RX, TX, SNR, Signal Percentage).
- Rapid identification and remediation of performance issues.
- Remote Reboot
- Minimize downtime by remotely rebooting connected devices.
- SLA Validation
- Accurate database of circuit uptime and bandwidth statistics for SLA auditing.
- Bandwidth Rightsizing
- Visibility into overall usage and utilization to uncover network bottlenecks and achieve cost savings.
- Integration with Ticketing Systems
- Seamless integration with any ticketing system for efficient incident management.

- ❖ NetGuardian 360: Basic monitoring of cellular and WAN appliance metrics.
- ❖ NetGuardian 360 Plus: Real-time incident management and help desk support.
- ❖ NetGuardian 360 Premium: Comprehensive monitoring and white-glove remediation services.
- ❖ Custom Software Solutions

NetGuardian Platform

Our flagship software solution, NetGuardian, provides a Connectivity Business Intelligence platform offering actionable insights to improve network performance, save costs, and generate new revenue.

Features:

- Real-Time Monitoring: Continuous monitoring of WAN data and application connectivity.
- Precise Alerting: Streamlined alerting mechanisms for quick issue resolution.
- Detailed Reporting: Comprehensive analysis of network performance metrics.
- Proprietary Fixed Wireless Monitoring: Granular visibility into cellular network performance.
- Integration and Automation: Custom-developed cloud-based platform leveraging integration and automation at scale.
- TechConcierge
- Automate and optimize the sourcing and management of internet, WAN, voice, cellular, and colocation services. This service offers white-glove support, data-driven software, and unmatched expertise.

CyberGuardian

Advanced managed cybersecurity services ensuring comprehensive protection for all connected devices and network connections, including established procedures for compliance and best practices.

Certified ZOOM Installers & Trainers

USA Telecom Consulting, LLC is also certified as ZOOM Installers and Trainers, providing expert installation and training services to ensure seamless deployment and optimal use of ZOOM communication solutions.

USA Telecom Consulting, LLC offers robust Tier 1 NOC support and advanced software solutions tailored to manage and optimize network performance. Our services ensure seamless integration, continuous monitoring, and proactive management, delivering superior technology and outstanding support to meet your business needs.

"Superior Technology, Outstanding Support"

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UEI # NJ7FKBV9X6L1 CODE: 9QJS2
Authorized ZOOM - PDA-UTC-06202024

GSA Schedule
Contract # 47QSWA18D008F