



# RIDGE

## COMMUNICATIONS, INC.



### **What We Do:**

Ridge Communications is a telecommunications company providing full service network operations support to both wireless and wireline carriers. These services include network monitoring, trouble ticketing, reporting, 1st and 2nd level troubleshooting and on site fault resolution.

### **How We Do It:**

Our staff is comprised of personnel with Network Operations experience from the carrier environment across the U.S. and global markets with access to cutting edge network management software and support tools.

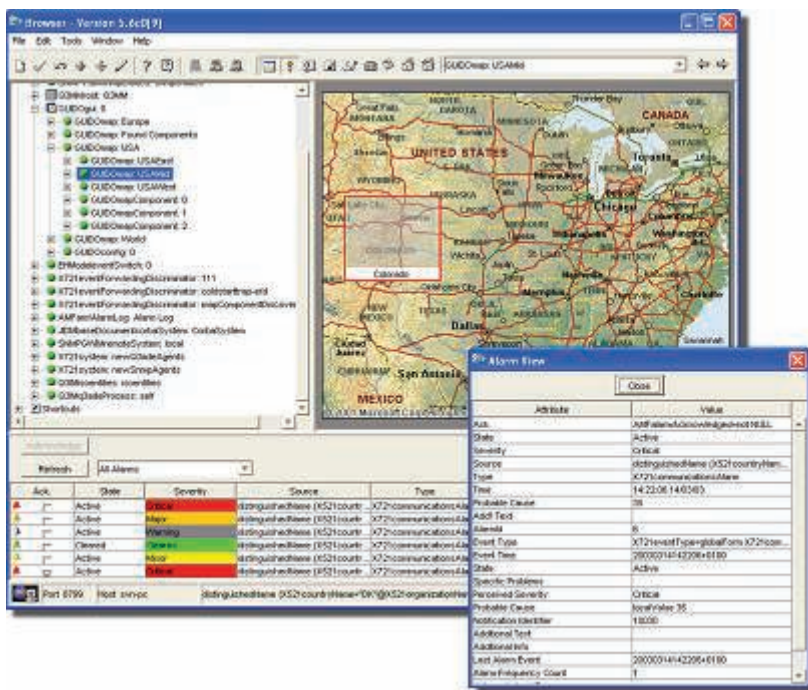
### **How We Do It Better:**

Our Network Operations experience and support systems enable RCI to partner with our clients to customize a NOC solution to meet their individual requirements. Through a secure user friendly interface and an open system architecture our technical support personnel help our clients lower their operating expenses and increase efficiency to boost revenue.

# RIDGE COMMUNICATIONS NETWORK OPERATIONS CENTER

## THE NETWORK MANAGEMENT SYSTEM

- Represents a new generation of integrated Enterprise Management platforms focusing on high level information integration and open web-enabled management.
- Is a genuine client/server based network management application, which is being used both as a mediation platform and as a management platform by numerous companies. The system serves as a stand-alone management application in various OEM solutions and in applications ranging from management of a single element to large-scale telecom service activation solutions with thousands of elements.
- Hundreds of users can access the NOC Server at the same time from remote workstations. It only requires a Q3NOC Browser or a web browser, depending on the application. Each has a unique and individual login account with individual settings for access rights, presentation profiling, language preference, access profiling etc.
- Some network elements require direct telnet access, e.g. to tailor settings in the equipment. The System acts as a secure gateway/tunnel, through which users gain access from a remote location to the equipment behind the company firewall.
- The System provides two main views to the user: an alarm view displaying the list of alarms in the network and a map view giving a geographical view of the network status.





## RIDGE COMMUNICATIONS NETWORK OPERATIONS CENTER

### THE PHYSICAL NETWORK MANAGEMENT CENTER

- **NOC HARDWARE AND SOFTWARE APPLICATION**

- Redundant Servers with Primary and Hot Standby
- Servers with Quad Core Processors
- Servers with RAID 1 hard drives
- Scheduled Back Up (daily, weekly, monthly)
- Partner with UHC Communications for the NMS application software
- Automatic switchover between Primary and Hot Stand-by servers transparent to system operation
- Future East Coast/Mid West redundant NOC Facility Planned

- **POWER**

- N+1 redundancy
- AC power plant with battery and diesel generator backup to ensure continuous operation
- Electrical power is supplied via diverse routes with built-in redundancy

- **HVAC**

- HVAC system with N+1 redundancy
- 72 degree ambient air temperature (+/- 2 degrees)
- 45% humidity (+/- 5%)

- **PREVENTION AND RECOVERY**

- Early-warning fire detection system
- Both smoke and high temperature detectors
- Dry-pipe, pre-action, double interlock fire suppression system
- Monitoring of power systems including individual customer circuit monitoring and alarm, HVAC, security and fire, leak and hydrogen detection systems

- **SECURITY**

- Mandatory visitor registration and visitor escorts, as well as mandatory employee badge access
- Single authentication required for access to the building and dual authentication required for access to the data center
- Offices/common areas isolated from the data center
- 24x7 video surveillance/recording for inside the building

- **NETWORK**

- Sonet ring route
- Diverse network routes; dual fiber building entrance



## RIDGE COMMUNICATIONS NETWORK OPERATIONS CENTER

### OUR NOC SERVICES AND SOLUTIONS

- **NETWORK OPERATIONS**

- 24x7 800 “toll free” connection to NOC Technical Support
- Fully redundant functionality between the West Coast and East Coast NOC locations (Future)

- **NOC MONITORING**

- 24x7 network monitoring
- Automatic alarm e-mail notification
- CLIENT customized escalation procedure
- CLIENT secured access to view their own respective network

- **TROUBLESHOOTING**

- 1st Line Troubleshooting
- Isolation of trouble for efficient response time and fewer “truck rolls”

- **TROUBLE AND INCIDENT SYSTEM**

- 24x7 Trouble Reporting System
- Automatic/Manual trouble ticket generation
- CLIENT pre-defined trouble notification, response time, and escalation
- CLIENT secured access to view their own respective trouble ticket log

- **STATISTICAL REPORT**

- Equipment Operability/Availability (Downtime)
- Classification of equipment failure for spare inventory purposes
- Technician response time to trouble resolution

- **NOC PERSONNEL**

- Highly qualified equipment-trained NOC personnel
- Multi-tiered management personnel with years of network operations experience



For more for information, visit [www.ridgecommunicate.com/noc](http://www.ridgecommunicate.com/noc) or call (925) 498-2340  
Ridge Communications, 12667 Alcosta Boulevard, Suite 175, San Ramon, CA 94583