



Norlight's Data Center

NORLIGHT TELECOMMUNICATIONS - CUSTOMIZED INTEGRATED DATA SOLUTIONS
WWW.GUARDIANSOFDATA.COM 1-800-747-8332

WHO'S GUARDING YOUR DATA?

In addition to the NMC, Norlight's Technology Center includes a secure Data Center. Fully redundant heating, ventilation and air-conditioning systems, as well as a redundant UPS power supply with a diesel generator backup, are all a part of this secure environment. The Data Center offers typical collocation services, such as hosting data servers and related equipment in a secure environment that's monitored around the clock.

But at Norlight, we like to go beyond typical — by letting you design your own custom Data Center solution. Adding services such as Managed Security, Enhanced Monitoring Services and Business Continuance can eliminate the need for capital expenditures and in-house expertise. You can then concentrate on your core duties while Norlight handles your servers, network monitoring, security and business continuance needs.

THAT'S WHAT YOUR DATA CENTER DOES FOR YOU.



GUARDIANS OF DATA



THE NETWORK MANAGEMENT CENTER

Satisfying customers has always been a top priority for the Guardians of Data, and our Technology Center is no exception. Consisting of a world-class Network Management Center (NMC) and a Data Center, the Technology Center is the heart of our business.

The first thing you'll notice about our NMC is the name. While competitors usually refer to it as a Network Operations Center, we specifically chose the name **Network Management Center** because it describes the mission of the facility. Norlight's NMC helps increase our reliability and responsiveness to our customers by actively **managing** all activities related to our products and services. And when **management** is the mission, you get a commitment to quality that you're not likely to find anywhere else.

As your main point of contact for issue resolutions, the NMC is also the management tool used by our people. Since any tool is only as good as its operator, we located a core-group of Guardians inside our NMC - engineers, management, and all customer support personnel. This synergistic approach creates a highly accessible, customer-focused environment that allows for better communication, quicker resolutions, and a broader knowledge base.

But we don't just assume this customer-focused environment exists — we measure it to make sure. The quality of our people and their service is measured through some of the most aggressive customer and network goals in the industry. This helps us maintain our high customer satisfaction ratings* and the culture that makes us the one-and-only, Guardians of Data.

THE NAME SAYS IT ALL



Norlight's Network Management Center

NEVER SLEEPING, SELDOM EVEN BLINKING, AND NEVER TAKING OUR EYES OFF YOUR DATA

Applications Support Technicians

These technicians keep an eye on our network and your voice and data traffic, and are located in the NMC 24 hours a day, 7 days a week. This group is responsible for repairing customer circuits, and for ensuring that our Mean Time To Repair (MTTR) does not exceed 1.75 hours. Generally, we complete the repairs in a fraction of that time.

Customer Support Engineers (CSE)

This knowledgeable group is completely dedicated to our customers, and works on issues that deal with Norlight's more complex, consultative products such as our Managed Services, Video Conferencing and Business Continuance Solutions.

Installation Group

100% dedicated to managing customer installs. Norlight's goal is to ease your worries and to increase your satisfaction with our installations - and the installation group sees to this. They meet, and usually exceed, our aggressive goals for meeting installation due dates.

Customer Support Specialists (CSS)

The first line of contact for our customers, they take incoming calls, solve customer issues and escalate issues to other personnel. They also status customers and proactively notify them when an issue arises. This group ensures that a live person answers the phone in 10 seconds or less.

TECHNOLOGY CENTER BENEFITS

- One call to reach a live human being.
- Synergistic, open working environment includes management, engineers and customer support personnel within the NMC.
- Shorter issue resolution time frame due to enhanced communication and collaboration between staff.
- A 37 x 13 foot display wall allows personnel access to more customer information simultaneously, improving communication and lowering Mean Time to Repair (MTTR) intervals.
- Proactive issue notification.
- Secure Data Center with additional value-added services available.
- For business continuity purposes, NMC functions can be duplicated at other locations.

*Based on Norlight's 2003 customer satisfaction survey conducted by Peregrine Marketing Research, an independent research firm retained by Norlight.