

Network Operations Center (NOC)



Providing complete network management services 24/7 to improve situational awareness.

Your mission takes you to the most rugged, remote regions of the world. To succeed, you need complete situational awareness. Information is your lifeline, and having information available when you need it requires a non-stop network.

We keep your information in your hands by providing 24/7 monitoring, management and automated control of any communications network, anywhere in the

world. Our unique and powerful network management software, MaxView®, enables “total control” of multi-technology networks with the support of our highly skilled Network Operations Center (NOC) technicians.

The NOC customizes MaxView to meet your requirements. We monitor your entire network, including satellite, terrestrial and wireless systems, not just islands of technology. The NOC acts as your communications network watchdog to maximize availability while minimizing maintenance costs and staffing requirements.

KEY FEATURES

- › Problem, change and restoration management
- › High quality of service and low operational costs
- › Visibility to entire network anytime, from anywhere
- › Real-time, shared network information/data intelligence
- › Management of complex, hybrid networks
- › Help desk services to address immediate needs
- › Data capture to enable trend reporting and analysis
- › Predictive analysis to reduce future outages

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Collins**

Building trust every day

KEY BENEFITS

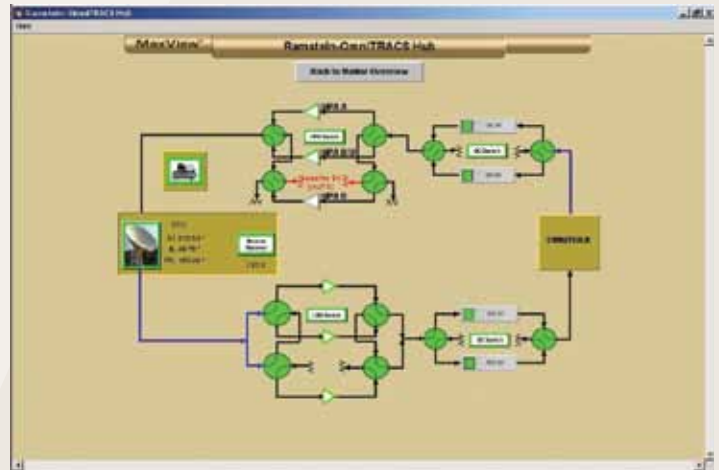
MaxView® provides comprehensive visibility as well as full management and automation of all your networks and services from one screen. Key benefits include:

- Complete, real-time awareness of the network's status from any location
- Global view and control of the network, including legacy and state-of-the-art technologies
- Quick detection and isolation of network problems
- Predictive analysis and automated problem resolution

PEAK PERFORMANCE FROM YOUR NETWORK

Networks often have stringent performance criteria, which are necessary to keep vital information flowing. Our team will work with you to meet your availability objectives. We focus on immediate problem resolution, capturing and analyzing data that allows us to prevent outages, not just restore service. The NOC can manage, support and protect your network via:

- End-to-end, 24/7 proactive systems management that diagnoses and troubleshoots both system-level and component-level assets to reduce mean time to repair
- Event management and problem-tracking through BMC Remedy® and escalation to systems engineering support organizations
- Outage analysis and trend reporting, which can enable predictive analysis to minimize network disruptions and their associated costs
- Warranty Services and return material authorization (RMA) management for enabling repair and return



Rockwell Collins Network Operations Center uses MaxView software to monitor and control complex networks around the world.

Building trust every day.

Rockwell Collins delivers smart communication and aviation electronic solutions to customers worldwide. Backed by a global network of service and support, we stand committed to putting technology and practical innovation to work for you whenever and wherever you need us. In this way, working together, we build trust. Every day.

For more information contact:

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