Cox Business Elevates Monitoring with White-Glove NOC-as-a-Service Experience

ATLANTA, April 04, 2022– Cox Business announced today the launch of its newest premium support service, Network Operations Center-as-a-Service (NOCaaS), designed to provide superior monitoring and incident management to businesses with complex networks and operational requirements. Cox's NOCaaS goes above and beyond traditional Internet and networking services with 24/7/365 monitoring, dedicated support, and proactive system performance alerts to maximize uptime and streamline repairs. Cox's new NOCaaS can follow our customers and support them nationwide both within and outside of Cox's footprint.

Downtime can be a costly and frustrating challenge many businesses nationwide face daily, especially those with unique network needs. Without the right monitoring and incident support, IT leaders may not know there is a problem until it's too late – and, in that event, often lack the necessary guidance to address it quickly. With this in mind, Cox Business developed its end-to-end NOCaaS solution to give subscribed customers peace-of-mind that their network is always covered.

"Technology has become the backbone of our business and accelerates us to the next level. Network reliability and premier service levels are key to keeping that momentum going," said Matthew Pasco, VP of Information Technology, Las Vegas Raiders. "We wanted a partner that puts its customer's success first. From the start, Cox was a clear choice and has been that partner I can wholeheartedly trust with my business."

From installation to repair or replacement, the NOC team works with customers to ensure maximum uptime through routine network health reviews, proactive outage and maintenance notifications, and post-incident insights. This customized reporting and direct access to dedicated support is delivered through an interactive user portal tailored to each user's specific needs.

"Achieving peak performance and minimizing IT incidents requires two key things: a strong network that suits a business' needs and responsive support that's always working in the background," said Catherine Mitchell, VP Product Development and Management, Cox Business. "With our NOC-as-a-Service solution, your team can pivot from tedious network management and turn attention back to what really matters – moving your business forward."

"Cox Business' NOC-as-a-Service gives us the competitive advantage we need to keep operations running smoothly and efficiently," said Breck Tyson, Manager of Information Technology, Tillys. "The NOC team resolves our issues with no hesitation, and we are very happy with their support."

Already serving top enterprises from healthcare to hospitality to education, Cox Business NOCaaS customers across industries are experiencing optimal network performance and uptime.

About Cox Business

The commercial division of Cox Communications, Cox Business provides voice, data and video services for more than 355,000 small and regional businesses nationwide, including health care providers; K−12 and higher education; financial institutions; and federal, state and local government organizations. The organization also serves most of the top-tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division. For more information, please visit www.coxbusiness.com.

Additional assets available online:

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