

TECHNICAL SUPPORT CENTRE & NOC-AS-A-SERVICE



We make it easy to add new capabilities that complement your own.

RELATED SERVICES

Resource

Spare Parts

For more information or to enquire about this partner service, simply contact your Westbase.io account manager:

hello@westbase.io
+ 44 (0) 1291 437 567 or
+ 31 (0) 35 799 2290

Whether you need reactive expertise or full network oversight, our Technical Support Centre and Network Operations Centre deliver the right level of support for your business.

The **Technical Support Centre** provides tiered assistance from advanced 1st line through to 2nd and 3rd line for fast issue resolution and expert escalation, while **NOC-as-a-Service** extends this to proactive, 24/7 network monitoring and management. Taken individually or together, they help reduce operational strain, control costs, and maintain peak network performance – so you can stay focused on growth.

Built for the channel with full white-label options, our Technical Support and NOC services extend your capability without increasing overheads. Ideal for out-of-hours or a fully managed 24/7 operation, we scale to match your needs. Plus, choose from our flexible service levels to create a fully tailored solution.

Benefits

- | Optimised operations without the overheads; delivered by our South Africa-based team for global-standard expertise and highly efficient service.
- | Scale your operations with flexible, cost-efficient support options that fit your business.
- | Improve service quality through proactive monitoring and issue management.
- | Maintain high network availability and minimise downtime.
- | Offer 24/7/365 availability.
- | Streamline operations with vendor-agnostic technical support from a single, reliable source.

More about Technical Support and NOC-as-a-Service

Technical Support Centre

Westbase.io's tiered approach integrates seamlessly with your in-house teams, providing a clear service demarcation point that fits your operational needs.

We provide advanced 1st to 3rd line support, managing pre-qualified technical requests and network escalations. Working directly with your contact centre, we handle handovers, triage issues, and contact impacted users – allowing you to focus on customer experience while we resolve the technical side. Our proactive, outbound support ensures only qualified issues reach resolution. Acting as an extension of your network operations, our engineers deliver 24/7 coverage, rapid response, and consistent service quality to maintain uptime and satisfaction.

Our team bring deep expertise across enterprise, small cell, cellular, fixed wireless, and fibre environments – ensuring robust support even across complex topologies.

Our NOC-as-a-Service builds on this expertise to deliver proactive, always-on network monitoring and management:

NOC Essentials

For customers with in-house technical teams, Westbase.io NOC Essentials offers 24/7 infrastructure monitoring with real-time alerting. You stay in control of root cause identification and remediation, while we handle continuous monitoring and ticketing.

- ✓ Monitoring of IP Elements via Westbase.io's monitoring solution.
- ✓ Notification of alerts to client via documented escalation process.
- ✓ Logging of a ticket on the Westbase.io system for the alert and to record any updates.
- ✓ Update notifications hourly until resolved.
- ✓ Closing of the ticket once the alert has been resolved.
- ✓ Monthly report detailing all alerts, notifications and ticket details.

NOC Premium

Ideal for teams with the capability to fix issues but limited time to investigate them, Westbase.io NOC Premium delivers 24/7 infrastructure monitoring with real-time alerts and root cause analysis. Our experts pinpoint the source of each issue, enabling your team to act faster and more effectively.

- ✓ Everything in NOC Essentials.
- ✓ Access the client network to perform RCA troubleshooting in order to identify the root cause of any alert which will be communicated to the client and any relevant 3rd party for resolution.

NOC Premium Plus

For customers seeking a fully managed service, Westbase.io NOC Premium Plus delivers 24/7 infrastructure monitoring, root cause analysis, and end-to-end issue resolution. Our team detects, diagnoses, and resolves issues in real time, following agreed procedures – minimising downtime and effort on your side. Comprehensive monthly reports keep you fully informed.

- ✓ Everything in our NOC Essential and Premium.
- ✓ Resolution attempts, in accordance with an agreed Standard Operating Procedure for such.



Westbase.io services

Our services catalogue

From design to deployment, our lifecycle services support every stage of your project. The diagram below highlights the key areas we cover, helping you to quickly understand how we can assist you.

We also offer **Circular Economy services** – helping extend the life of your IT assets through secure, responsible reuse, refurbishment, and disposal.

Why Westbase.io?

Westbase.io’s white-label partner services are built for the channel, seamlessly complementing your existing capabilities to deliver competitive, tailored solutions.

Flexible, scalable, and globally available, our end-to-end offering combines deep networking expertise with ethical, sustainable practices. Delivered by a single, accountable partner to support your long-term success.

Ready to get started?

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