

BEARCOM NETWORK OPERATIONS CENTER

Monitor, manage and optimize your organization's critical two-way radio network.

Identify performance and operating issues sooner to enable early resolution!



PROSPECTUS: Network Operations Center



BearCom Advanced Technology Solutions
NETWORK OPERATIONS CENTER



For more information on the BearCom NOC: Call 844-700-BEAR (2327) or email: BearComNOC@BearCom.com.

Why Consider the BearCom NOC?

For years, organizations have invested heavily in the latest tools and resources to monitor their IT data centers. Now that two-way radio networks run on digital technologies, it makes sense to use similar management strategies to take care of mission-critical wireless communications equipment.

BearCom is now offering our enterprise customers connection to our remote monitoring Network Operations Center (NOC). The BearCom NOC uses the latest tools and strategies to proactively evaluate,

analyze, and diagnose two-way radio infrastructure equipment to enhance performance and help prevent failures.

By turning your radio communications management over to our NOC technology team, you'll receive early warning of potential issues – often before they impact operations. An added advantage of using BearCom, is that your valuable IT resources can stay focused on more strategic initiatives... with no need to recruit additional manpower or skill sets.

***“Clients’
two-way radio
communications
networks are
effectively
monitored with
proactive response
24/7/365.”***

Why You Need the BearCom NOC

Mission-critical operations often rely on two-way radios to improve communications and get-the-job done. By using the BearCom NOC, you get advanced notification and resolution of network issues to optimize productivity while decreasing operating and safety issues.

For instance: Your company has an important maintenance project planned for 7:00 a.m. that includes a crew of high-priced contractors collaborating with your team. A key repeater fails at midnight. Ordinarily, no one would notice until the following morning when work crews try unsuccessfully to use two-way radios to communicate between locations. With BearCom NOC resources monitoring the faulty repeater, there would have been several hours to identify and resolve the situation, before workers arrived on-site.

Another example: Your company's outdoor picnic is in full flight and severe weather is moving in. Although you have a dedicated channel for All-Hands Emergency Alerts, no one is aware this channel has been non-functional for several days. If you subscribed to the NOC, the BearCom team would be using diagnostic software to identify and help resolve the issue long before this critical channel was needed.

Even if your organization does not ordinarily face dramatic events, the NOC adds peace-of-mind and value. We proactively monitor the overall performance of your wireless communications on a daily basis.

This preventive approach offers early detection for early resolution... adding assurance that critical communications equipment is fully functional in any situation.



The Security Behind the NOC

BearCom knows wireless security, and our technology team is dedicated to offering the most up-to-date intrusion-proof protections possible. With state-of-the-art technology and a dedicated VPN on each customer's site, there is no access point for malware or hackers to slip into your IT data networks.

The tech experts in our security operations center work in conjunction with BAE/Silver Sky Labs to proactively monitor our network for security threats. As part of our security program, our data center and NOC currently processes and logs:

- One-half billion (500 million) UTN events per day

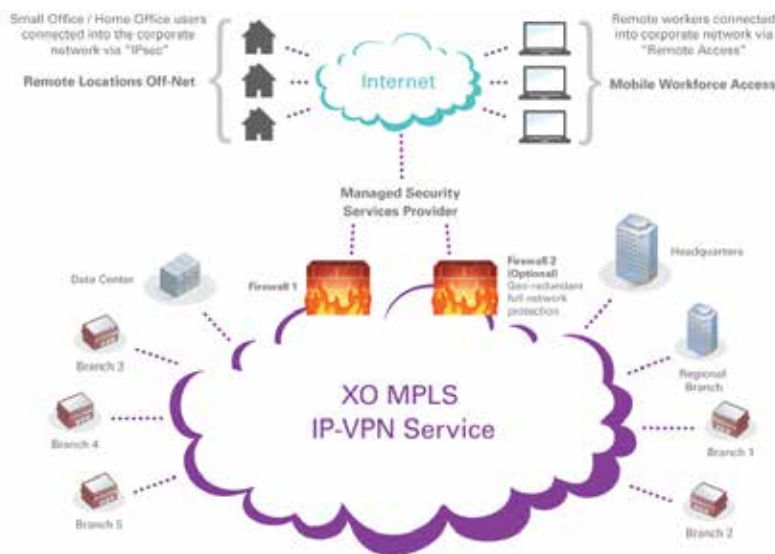
- Analyzes 50 million security events per day
- Responds to security events FAST... at an average of <60 seconds.

BearCom's NOC provides industry-leading security solutions using VPN technologies that are compliant with the most advanced certification protocols. The NOC also deploys cloud backups, which add to security redundancy and disaster recovery programs.

As additional assurance, BearCom has broad levels of experience working in sectors requiring deep levels of security protection, including: governmental agencies, the Department of Defense (DoD) and public safety.



BearCom Secure Network Schema



NOC Problem Solving – Real World

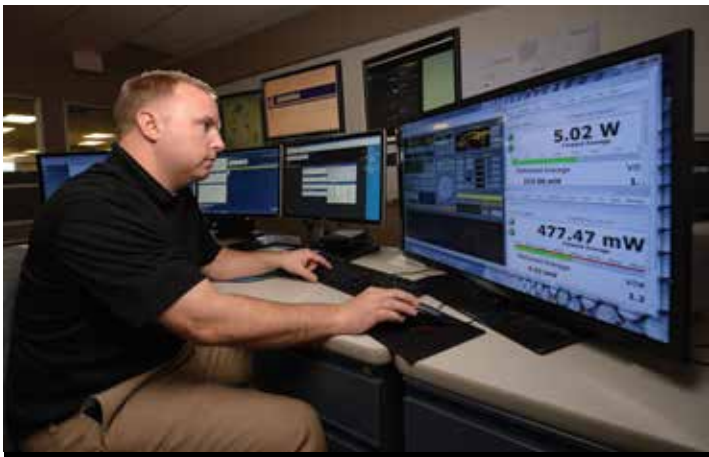
BearCom rents thousands of two-way radios to help organizers and staff communicate at many prestigious events. To ensure all services run smoothly, at many of these events, BearCom utilizes our NOC to monitor and troubleshoot the wireless network infrastructure.

The NOC has proven invaluable on many occasions to detect and remediate issues, usually long before guests/staffers are affected.

Recently, a professional baseball team’s digital two-way radio network had an intermittent system glitch that was puzzling to game-day staffers.

“Since it was a large ballpark with more than 400 digital radios in use, there could have been hundreds of issues that caused the problems” said Richard Glover, BearCom rental product manager.

“Rather than inefficiently working through potential issues one-by-one, we set up the ballpark on the rental NOC that we use for monitoring operations like large music festivals. Immediately, an alert sounded showing us the



issue at the ballpark... it was a repeater not operating properly. We quickly replaced the malfunctioning equipment which solved the outage... what a relief that we have a system as valuable to our customers as the NOC!”

What We Monitor and Report

The BearCom Network Operations Center monitors up to forty parameters for each client’s wireless network

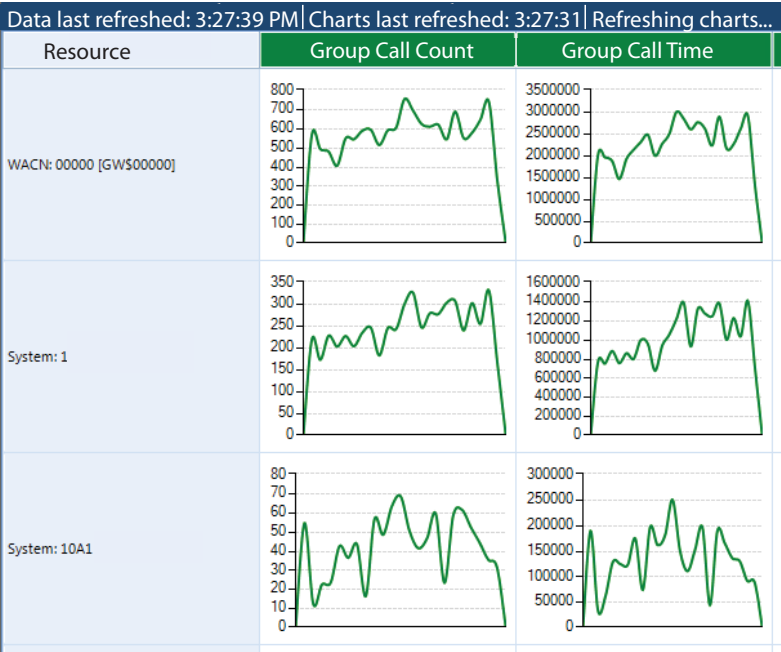
infrastructure. Monitoring software tracks and detects key functionality issues that can hinder two-way radio

performance. This helps ensure that issues and trouble reporting events are discovered early so they can be assigned proper urgency and managed efficiently based on the client’s service level status.

The BearCom NOC monitors various levels of FCC interference and infrastructure equipment problems and provides visibility alerts, on-site system support (if needed), all with documented follow-up and issue resolution.

We help keep each of our NOC subscriber’s digital wireless networks running smoothly 24x7!

Monitoring Screen Example: Call Activity



Added Safeguards Provide Customer Assurance

To ensure that our clients' wireless networks continue operating 24/7, the BearCom NOC facility is hardened by dual TELCO entrance facilities with UPS and diesel back-up generator components. The core of our NOC facility includes an Eaton 9315 UPS and a Cummins Onan 125 kW diesel generator set.

Our authorized dealer conducts an annual system PM audit on the back-up components. The generator is inspected and tested monthly using a thorough checklist covering 20 separate



items. The UPS is also evaluated and reviewed monthly. Batteries are replaced every two years.

Pre-Launch Testing

In addition to hardware backup, we use mirror testing and development for each new customer so that we can thoroughly evaluate, configure, and provision the NOC solution for clients before launching in their environment.

BearCom uses two virtual servers along with testing and development software to evaluate, configure and provision firmware on each separate network.

A BearCom NOC Factoid

At one of our largest music festival rental events where BearCom deployed more than 1000 radios, during a 3-hour period in the set-up phase, the NOC detected 65,000 Push-to-Talk transmissions! That level of activity not only helps establish the importance of two-way radio communications to event organizers, it also validates that the system that is in-place can handle high capacity loads.



How the NOC Support Desk Works!

BearCom provides 24/7 active monitoring of your system including dispatch, tech support, and portal access to our ticketing system. Through our network monitoring reporting, we provide visibility, alerts and back-up documentation that includes repair history and current activities.

The network system Support Desk is manned by highly knowledgeable BearCom wireless technology specialists. They monitor the client's network infrastructure looking for alerts or issues within key components. Our team documents all alerts, incoming calls and each issue or request in our ticketing system. Our customer support specialists also process inbound client inquiries and collect:

- Caller name and contact information
- General issue(s)
- Any unique challenges for onsite resolution that the technician may need to be aware of, including unique safety issues.

At the conclusion of the call, the customer support specialist will provide the caller a Trouble Ticket number followed by an email that includes relevant information and service level classification.

An email is sent to the specified client representative, notifying all assigned personnel responsible



The BearCom site dashboard logs system usage per site.

for supporting the customers' wireless system. If warranted, the customer support specialist will contact the local on-call technician and report the issue.

Within the timeframe designated by any Service Level Agreement the customer may have in place with BearCom, the technician contacts the customer to help resolve the network issue.

Who We Are!

For more than 30 years, BearCom has been a wireless industry leader delivering unmatched expertise and services.



As the largest dealer and integrator of two-way radios in the world, BearCom developed and deployed the NOC monitoring network for our Motorola MOTOTRBO customers, including those with conventional digital systems, IP Site Connect, Capacity Plus, Linked Capacity Plus, and Connect Plus.

In addition, BearCom has sold and serviced thousands of Motorola repeaters, so we're highly experienced in maintaining digital networks. As part of the BearCom Advanced Technology Solutions line, the NOC helps ensure that our clients' two-way radio communications networks are monitored effectively with proactive response.

We also offer the largest wireless communications rental fleet in the nation with more than 20,000 devices. Plus, BearCom has earned the prestigious Motorola Solutions Elite Service

Specialist ranking, so you know you're working with experienced and knowledgeable wireless communications professionals.



Proud Member of



Enterprise
Wireless
Alliance

BearCom is proud to be a **Board Level Member** of the Enterprise Wireless Alliance (EWA). EWA is

an FCC-certified frequency advisory committee that provides license preparation, spectrum management and associated services to business enterprises, public safety entities and wireless sales and service organizations. **BearCom is also a Wireless Sales & Service Provider (WSSP) and Level 3 Wireless Solutions Center.**

TOP 10 Benefits of Using the BearCom NOC

1. Monitors digital MOTOTRBO two-way radio networks 24/7
2. Protects and optimizes your two-way radio communication investment
3. Identifies issues early and enables solutions before problems escalate
4. Puts BearCom's wireless expertise to work for your organization
5. Frees up your IT staff to work on what they do best
6. Shows peak loads and usage patterns
7. Provides system reports and scorecards
8. Delivers real-time tech dispatch and customer service
9. Places our staff on call interpreting alerts and reacting to anomalies
10. Offers low-cost up-front equipment deployment with ongoing monitoring



Without the NOC?

Imagine these scenarios...

SAFETY – Your facility has an isolated equipment room where radio signals are delivered through a repeater, which has gone offline. A maintenance worker has a severe medical emergency and is not able to summon help. With advance notification, the repeater could have been repaired before the incident and the worker could have received attention sooner to reduce the long-term impact to his health and the potential liability to your enterprise.

SECURITY – Security learns there is forced entry in progress on your premises. Now's not the time for your response team to find out that the Emergency Alert channel on their two-way radios has not been functional for several days. With proactive NOC alerts, that critical channel could have been identified and fixed long before it was needed.

PRODUCTIVITY – A large HVAC team with costly rented installation equipment is scheduled to put in a high-priced unit on the roof of your building. With severe weather moving in, they have a limited timetable to complete the job. The bi-directional amplifier that extends two-way radio range to the roof is malfunctioning, which will cripple communications and slow down the job. Using NOC services, the monitored equipment could have been repaired ahead-of-time to reduce costs and meet the project deadline.

ENORMOUS BENEFITS - The NOC delivers added insurance so you're always ready!

System Monitoring For as Low as \$250 A MONTH!

That's right, \$250 a month for two-years of monitoring using BearCom's NOC under our managed services program!

Here's what we provide:

- A. Our industry-standard leading VPN Tunnel Drive (allows BearCom to monitor the health of your wireless network without accessing your secure IT data center)
- B. Monitoring, ongoing support and dispatch
- C. Installation and service (labor)
- D. Software and software licensing



An initial one-time charge of \$2,500 for each site covers the install, set up, licensing, hardware and firmware for the plan.

NOTE: Final pricing dependent upon system review.

Complete the Solution – The Big Three

Subscribing to BearCom's NOC services provides complete proactive two-way radio wireless communications system monitoring, along with dispatch and tech support.

To ensure the best overall program with the fastest possible resolution and longest equipment service life, BearCom recommends that you combine NOC services with a Service Level Agreement and/or a Preventive Maintenance Plan.

1. The BearCom NOC – Part of our managed services program, the NOC provides 24/7 active monitoring of your system, dispatch and tech support.

2. Service Level Agreements – Flexible plans are available offering comprehensive Gold, Silver, and Bronze options for repair, maintenance and tech dispatch. A Service Level Agreement can augment your on-site repairs; or time and materials rates are available. Ask your BearCom representative for details.

3. Preventive Maintenance – On your site or at BearCom's repair and maintenance depot, two-way radios are evaluated, tested and tuned to ensure peak operation.

Combine "The Big Three" for the ultimate in service and protection insurance for your two-way radio network!

844-700-BEAR (2327)

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Your BearCom Contact

Get your digital wireless system monitored NOW!

For questions and consultation,

call today at **844.700.BEAR (2327)**
or email **BearComNOC@BearCom.com**

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