

CARRIER CLASS MONITORING SERVICES

Carrier Class Network Operations Center
Staffed, Access Available 24x7x365
Remote Prevention Monitoring Services (Watch)
Problem Escalation Procedures (Respond)
Process and Structure Resolutions (Resolve)

Do you need a cost-effective way to make sure your IT network is always up and running, even when your staff goes home?

Walker and Associates offers a suite of services and solutions that minimizes the effects of business outages. Walker's carrier class Network Operations Center monitors the hardware, software and applications that companies must use to conduct business around the clock.

The NOC is staffed with professionals 24x7x365, backed by experienced network engineering, design and operations teams. Our straightforward watch, respond, resolve process focuses on the root cause of service affecting outages. Simply put, we fix the process behind the problem, so it is less likely to happen again.

Walker's monitoring services are performed from a specially built facility, equipped with redundant connectivity, UPS and dedicated generators, secure access, and high availability of service.

Carrier Class Network Services

- Carrier Class Bandwidth Availability to 10 Gbps
- Multiple Internet Connectivity Choices
- Design, Build and Run Infrastructure Options
- Private Line and Other Network Services
- Network Design and Implementation

Carrier Class Monitoring Services

- Carrier Class Network Operations Center
- Staffed, Access Available 24x7x365
- Remote Prevention Monitoring Services (Watch)
- Problem Escalation Procedures (Respond)
- Process and Structure Resolutions (Resolve)

Carrier Class Remote Support Services

- End-user Help Desk Support 24x7x365
- Technical Support and Advice
- Systems Engineering Solutions
- Network Engineering Expertise

Simplifying Network Deployments with Innovative Technology Solutions

Communications carriers have relied on Walker and Associates since 1970 to collaborate with them through industry changes, opportunities for growth, and technological advances. Today's carrier knows that experience matters, that product alone is not the sole test of a partnership, and that being more than a distributor matters. You are looking for a business built on integrity, who understands your challenges, and your opportunities, and who focuses on you so you can focus on your customers. You deserve more, and with Walker you get more.

Distribution and Logistics

With a broad range of products and services, Walker is the ultimate one-stop shopping point for your network needs. We maintain a thorough and efficient distribution system that makes it simple for you to purchase and install the products you need. We save customers time and money with logistics expertise in warehousing, asset management, barcoding, scanning, configuration services, custom network deployment kits, and more.

Innovative Technology Solutions

Walker works hand-in-hand with each of our strategic manufacturer partners to forecast, plan, replenish, and effectively manage the product life cycle. We strive to hold stocking positions on the most commonly required equipment to allow you just in time delivery. Walker supports communications technologies such as Carrier Ethernet, switching and routing, optical transport, FTTX, SDN, NFV, cloud technologies, mobile backhaul, copper and fiber connectivity, VoIP, wireless, and more.

Sales and Customer Support

Help is just a phone call away. Your dedicated sales team is trained and knowledgeable about the telecommunications industry. Our sales team knows your business and can assist in introduction of new products and technology trends, as well as take care of the day-to-day business of product delivery, price, and order placement.

Engineering and Technical Support

Collectively with over 100 years of telecommunications engineering and implementation experience, Walker's engineering and technical support team is available to assist with designing communications solutions for customer premise, central office, data center, outside plant, and various network applications.

eBusiness Account Services

WalkerFirst.com allows you direct access to business critical information including pricing and availability, online ordering, order and shipment tracking, invoice records and more.

