Introducing MCNC and NCREN

MCNC is a broadband non-profit organization that owns and operates the North Carolina Research and Education Network (NCREN). This world-class, 2,600-mile fiber network and MCNC’s operational expertise supports high-speed connectivity and hosting services for education, research, health care, public safety, and other community anchor institutions throughout North Carolina.

State-of-the-art network management

MCNC’s Network Operations Center (NOC) is the first point of technical contact for services provided over NCREN, which is monitored 24 hours a day, 7 days a week, 365 days a year. MCNC’s NOC analysts along with network engineers perform the many technical functions required to maintain and manage the optical (Layer 1), Ethernet (Layer 2), and routing (Layer 3) components of the network. Network engineers and the NOC staff diagnose and resolve network problems, install and upgrade network components, decommission aging equipment or hardware, support circuit installations, perform service and network backbone upgrades, and coordinate and communicate third party maintenance and any other repair activities.

Ready to keep you up and running

From basic broadband to advanced services for experimental networks, MCNC’s engineers are instrumental in connecting millions of North Carolinians with reliable and advanced technology solutions and are uniquely positioned to identify and resolve networking issues and challenges within the NCREN community. MCNC continuously improves processes and documentation while actively sharing technical knowledge and experiences within the user community. Interaction with MCNC engineers is encouraged. The NOC staff has nearly 100 years of combined technical experience and hold certifications from Cisco and Red Hat. MCNC strives to keep downtime to an absolute minimum by constantly monitoring more than 700 constituent endpoints for network outages (most times before they progress or occur), environmental controls, and network degradation. MCNC engineers also perform service installations.

Exceeding customer needs while reducing IT costs

Eliminating complex network operations through MCNC managed services can reduce cost pressures. NCREN customers can reduce operating expenses, accelerate time to revenue, and eliminate the investment and time it takes to grow operations skills to manage new technologies. NOC analysts work closely with other company departments to ensure the solutions and services offered are economically beneficial to the customer. For example, the Client Network Engineers (CNE) team is available for support, offering training and professional development opportunities for community college and K-12 customers several times a year. Also, MCNC Systems Operations (SysOps) supports and manages internal infrastructure and a number of external products as well as a range of hosting, co-location and data protection services located in MCNC’s two data centers. MCNC has successfully developed a model of aggregating bandwidth and services to keep costs stable for NCREN customers on one reliable backbone network. MCNC’s goal is to help keep costs down by doing the heavy-lifting for you and maintaining hardware, operating systems, or virtual machines at optimal levels.
The MCNC Network Operations Center is the foundation of NCREN and a vital component to delivering exemplary service to its customers. Whether we're replacing hardware, monitoring bandwidth or ensuring all network processes are running at optimal levels, you can have peace of mind that MCNC will exceed customer expectations.

Will Parker
Technical Manager
MCNC Network Operations Center

“All data and information provided herein was recorded as of June 2016.”

Network Operations Center (NOC) Support
The Network Operations Center can be reached at 877.GO.NCREN or 919.248.1111 or trouble@ncren.net.

Contact us today by calling 919.248.1900 visit www.mcnc.org