



GOVERNMENT

NEED: Avoid delays in solving critical network events affecting NASA's Office of Space Flight.

SOLUTION: Automated notification, customized remote management features and Interactive Voice Response provide an effective, secure means.



“TelAlert has met all immediate challenges and is keeping pace with OAO’s growth. In so many ways, it helps us deliver the quality of service our clients demand.”

- Kevin May
Engineer
NASA

Keeping NASA Flying High

OAO, a Managed Service Provider (MSP) that manages much of the computing infrastructure for NASA’s Office of Space Flight, was servicing a network of 30,000 desktops and 450 servers connecting four US space centers.

OAO’s commitment to NASA requires proactive timely technical responses to network events of all kinds, both urgent and routine. Avoiding delays is critical, as they threaten both NASA’s computing intensive operations and OAO’s

relationship with a high-profile client of immense business importance.

Thanks to TelAlert, more than 100 OAO mobile technicians keep in close contact with the mission-critical systems for which they’re responsible, keeping their client confident in OAO and their MSP.