



NETWORK OPERATIONS CENTER

PROVIDING THE ASSURANCE OF ROUND-THE-CLOCK SYSTEM SURVEILLANCE

Mueller Systems® Network Operations Center (NOC) is a round-the-clock sentry, providing real-time surveillance of its North American customers' water infrastructure.

Located in Atlanta, Georgia, the NOC is staffed by highly skilled analysts, each of whom is assigned a specific group of customers. Using web-based tools developed by Mueller, analysts access customers' networks and monitor all data sources — including collectors, repeaters and nodes. If an anomaly is detected anywhere, at any time, the customer can be contacted for immediate trouble shooting — before the issue becomes a problem.

All Mueller Systems contracts include service level agreements, with NOC data monitoring and reporting provided at predetermined levels, based on customer needs. Mueller Systems customers value the expertise, timeliness and precision of NOC services — and the peace of mind that comes from continuous, real-time surveillance.

Four tiers of industry-leading support are available, including:

- Phone Support
- Live Monitoring
- Quality Assurance
- Engineering Support

Mueller also licenses its proprietary technology for customers that wish to self monitor.

Giving residents access to safe, clean drinking water is among the most capital-intensive and operationally-significant services provided by water utilities. From water consumption to billing integrity, ensuring the safety, reliability and cost-effectiveness of water infrastructure requires constant vigilance.

Learn how Mueller Systems NOC can help safeguard your water infrastructure by calling us today at 1.800.423.1323 or by visiting us online at www.muellersystems.com.



By freeing up resources otherwise required to monitor infrastructure data, customers are able to focus on higher-value activities that improve the efficiency and return-on-investment of their water infrastructure.

Mueller is committed to creating value through an unbeatable combination of industry-leading technology; innovative and reliable water infrastructure products; and laser-focused customer service. All of this comes together at the NOC.

HOW OUR NETWORK OPERATIONS CENTER BENEFITS YOUR UTILITY

- Always-on, real-time surveillance of water infrastructure
- NOC system monitoring allows your team to focus on higher-value activities
- NOC surveillance services are offered at a range of levels, based on your utility's needs

By bringing together Mueller Systems unrivaled technology, products and service, the NOC unlocks value throughout your water systems

For more information about Mueller or to view our full line of water products, please visit muellersystems.com or call Mueller customer service at 1.800.423.1323.

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