FLASH TECHNOLOGY

National Operations Center (NOC)

As one of the world's largest tower monitoring companies, Flash Technology's Tennessee-based National Operations Center (NOC) operates 24/7/365 and has more than 15 years experience providing FAA compliance solutions and call center services for critical remote assets.

Features

- ↗ Web Portal
    - ↗ Customizable portfolio-at-a-glance
    - ↗ Ticket mapping
    - ↗ Asset tracking and ticket history
    - ↗ Client-generated maintenance tracking
- ↗ Data Verification - Compare tower data to FCC database; provide discrepancies to client for resolution
- ↗ Pre-Site Visit Diagnostics - Technicians utilize alarm data to determine if NOTAM or truck roll is necessary
- ↗ Site Visit and QLI/ALI Management - NOC staff verifies repair and/or directs inspection; records results to satisfy FCC CFR 14.49
- ↗ Call Center - Client's emergency phone number can route to Flash, where calls are escalated and logged per client's procedures at no additional cost for lit sites
- ↗ Call Recording - Recorded for quality, compliance and issue resolution, available for client review and archived onsite for 3 years

Services

- ↗ Intelligent Rules - False and redundant alarms, like power resets, are filtered and verified to eliminate unnecessary truck rolls
- ↗ 24-Hour Status Verification - Automated handshake with lighting system and computer generated log created to satisfy FCC CFR 17.47
- ↗ NOTAM Process - NOTAM-worthy events are digitally processed directly into the FAA's database
- ↗ Instant Notification - The ticketing system automatically distributes email notification with alarm status; updates all parties per client's escalation chain

QLI Waiver

Flash Technology was first to be awarded a quarterly lighting inspection (QLI) waiver by the FCC, allowing clients to reduce the quarterly lighting inspection (QLI) frequency to 1 annual lighting inspection (ALI). The FCC permits an expedited waiver process to Flash monitoring clients.

NOC

NOC Infrastructure

↗ Automated Systems - Flash's data platform incorporates an industry-leading alarm and trouble ticket management system. Alarms are immediately transmitted, categorized based upon severity and appropriate resolution procedures are followed.

    ↗ Redundancy - All systems are fully redundant

    ↗ Natural gas generator for emergency power backup

    ↗ Communications via fiber ring utilizing two carrier central offices to ensure voice and data connectivity

↗ Data replicated to an offsite disaster recovery location

↗ Internal Development Staff - In-house resources for system maintenance and custom development

Contact the NOC

For more information, please email FlashNOC@spx.com or call us at 800.821.5825.

Call tree options:
     5 – Site access
     6 – Lighting inspections
     7 – New installations and upgrades
     8 – NOTAM closure, site status and other inquiries
     9 – Tech support, warranty and RMAs

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