

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



48 total sites.	View on Map
31 tickets on 23 sites.	View on Map
3 alarms on 3 sites.	View on Map

NOTAM	3
Routine	26

Site Name	Instp Type	Instp
Cahoon OK-0104	Annual	2016-05-27
Burns Creek AZ-0010	Annual	2016-05-18
Herdman OK-0113	Annual	2016-05-23
Wright City OK-0022	Annual	2016-05-24
Hornstown OK-0107	Annual	2016-05-31

Site Name	Number Of Tickets
TX-0015 Denton	1
Bullinger TX-0048	2
OK-0129 Cameron East	2
Wagonka OK-0099	2
Hornstown OK-0103	2

Site Name	Ticket ID	Expires
OK-0134 Drumright	6929030	2016-07-22 19:24:21
TX-0043 Lufkin	6933083	2016-06-23 00:28:22
TX-0015 Denton	6933014	2016-07-22 00:44:10
OK-0129 Cameron East	6924169	2016-07-27 23:30:29
Bullinger TX-0048	6934792	2016-07-29 18:07:57

Site Name	Num. of Alarms
Bullinger TX-0048	1
Cameron OK-0129	1
West Monroe LA-0011	1
Liberty TX-0014	0
Hornworth OK-0014	0



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

FLASH TECHNOLOGY 

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