



# Tower Monitoring

## National Operations Center and Call Center Services

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** - FCC 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

## Tower Monitoring

### 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** - Remedy® 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 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](mailto:FlashNOC@spx.com) or call us at 800.821.5825.



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