Network Operations Center (NOC)

Providing round-the-clock support to help customers manage and execute their energy consumption strategies.
Network Operations Center

Staffed by an experienced team of energy analysts and engineers, the Comverge Network Operations Center (NOC) makes demand response and energy efficiency operation and management seamless and reliable. The center supports utilities and their residential customers. From executing and managing events to providing 24/7 emergency response, the NOC ensures customers receive a consistent and reliable energy supply.

Comverge remains in continuous communication with customers—keeping them informed of demand response events, meter data, and actual energy use. From there, problems can be pinpointed and areas for additional efficiency savings can be identified. Most importantly, customers know they can count on the Comverge NOC as a knowledgeable resource that is always available to answer questions, understand their energy efficiency requirements, provide guidance during events, and help them accomplish their energy management goals.

Comverge operates its primary North America data center in Atlanta, GA, with geographic redundancy provided by a hot backup data center and network operations center strategically located in Pennsylvania in the event of a disaster at the primary facility.

Services

- Real-time monitoring, notification, and response of energy pricing and market conditions
- Initiation of curtailment strategies during peak conditions
- Load-shedding control
- Meter data collection monitoring and support
- Event compliance verification
- Real-time monitoring of infrastructure needed, including paging systems, IT infrastructure, and field MBVids
- Control, maintenance, and troubleshooting of electrical assets

Features

- 24/7 Network Operations Center along with a separate, fully-functional backup NOC used in the event of natural and unnatural disasters
- Skilled services teams consisting of expert IT engineers, data analysts, and support services staff always on call 24/7/365
- Minimal downtime and increased overall system reliability
- Real-time data flow and secured communication
- High-speed, secure networks backed up through redundant generator power completely integrating both centers
- Constant monitoring of the NOC network utilized by state-of-the-art firewalls and industry-leading intrusion detection software
- Redundant air conditioning systems
- Redundant uninterruptible power supply (UPS)
- Backup electric generators
- Independent key card required for building, NOC, and data center access
- Datacenter entry access security provided by dual authentication with biometric readers
- Recorded video surveillance

Benefits of hosting

Hosting a Comverge solutions package with the Network Operations Center eliminates the time and investment customers would require installing, configuring, and managing an energy solutions package themselves. By hosting with Comverge, customers are able to continue their operational routine while experts in the NOC are working behind the scenes. And when customers go home for the day, Comverge is still working for them around the clock.

Why host with the NOC?

- Zero customer investment to install and learn specialized software
- Customer need eliminated to acquire additional physical and electronic space
- Customer interests are protected by advanced physical and digital security 24/7
- Turnkey solutions by expert staff 24/7
- Faster access, management, and knowledge tailored to customer need
- Overall decreased cost of ownership

“Network Operations Center is the nucleus of the Comverge smart grid operation. We are fully manned 24/7 and completely focused on demand response programs throughout the U.S. Comverge is dedicated to being a proactive resource to our customers.”

—John Rose, Senior Vice President, Corporate Strategy

“Egypt operations are a critical component to our customers. We take great pride in being able to offer our customers the highest levels of quality services from our NOC. We’ve made significant investments in the latest technologies to consistently provide the best possible system reliability. Ultimately, our customers’ success depends upon it.”

—Greg Alarding, Senior Vice President, Utility Operations
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— John Rossi, Senior Vice President, Corporate Strategy

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Comverge is an industry-leading provider of integrated demand response, energy efficiency, and customer engagement solutions that enable electric utilities to ensure grid reliability, lower energy costs, meet regulatory demands, and enhance the customer experience.