

# VicTrack Network Management Centre (NMC)



Always here when you need us.

The VicTrack Network Management Centre (NMC) is the heartbeat of Victoria's own telecommunications network.

Operating around the clock, 365 days a year, the NMC provides real-time monitoring and management of the infrastructure that keeps our transport, government, and wholesale customers connected across Victoria.

## Telecommunications

### Smart. Secure. Always connected.

From its state-of-the-art facility, the NMC oversees VicTrack's extensive fibre, radio and IP networks that support transport operators, government departments, wholesale carriers and essential service providers.

Using advanced analytics, and automated alerts, the skilled technical officers and engineers of our NMC detect and resolve issues quickly – often before customers are even aware of them.

When you call our NMC, your call will be answered by one of our Melbourne team members. On average, 70% of faults reported to the NMC are resolved by the person who takes the call. Our specialist technicians and engineers are experienced in various technologies, which enables them to triage and rectify faults quickly and efficiently.

### Benefits for our customers



#### 24/7/365 network monitoring and support

Around-the-clock oversight for reliability and performance.



#### Data-driven insights

Continuous improvement through network performance analysis.



#### Proactive fault detection and fast recovery

Rapid response to minimise downtime and disruption.



#### Coordinated incident management

Seamless communication between field teams and operators.



#### Confidence and peace of mind

Your network is in safe, expert hands.



#### Located where you are

When you call our NMC, your call will be answered by our Melbourne team members.

### Built for tomorrow. Ready today.

The NMC supports the reliable operation of VicTrack's telecommunications network – and it also helps shape the future. By analysing network data and trends, VicTrack continually enhances infrastructure resilience and prepares for emerging technologies and future industry needs.

### About VicTrack Telecommunications

VicTrack is a licensed telecommunications carrier that owns and operates one of the largest fibre optic networks in Victoria. Our secure, scalable, multi layered network delivers speeds of up to 100Gbps. Monitored by our Melbourne-based 24/7/365 Network Management Centre, the core network has an availability target of 99.999%.

A data specialist, VicTrack partners with customers that include Metro Trains, V/Line, Yarra Trams, other carriers and various state and local government departments.

### About VicTrack

VicTrack is the custodial owner of Victoria's transport land, assets and infrastructure – and works to protect and grow the value of the portfolio to support a thriving transport system, and make travel and living better for Victorians.

### For more information

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