

Manage Your Business, Not Your Technology

Businesses have become more dependent on information technology. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips and thus forfeits precious uptime. We've put an end to that!!

Our offering gives you the piece of mind that your organization's IT infrastructure receives the required level of support. Our enterprise-class IT support and monitoring capabilities allows us to dramatically reduce the time it takes to diagnose and resolve issues, in some cases, problems are avoided before they even happen due to our 24x7 monitoring capabilities. Lumen21 offers a flat-fee support packages (which includes 24x7 remote monitoring and management) or will design a fully customized technology support plans to meet your specific needs.

PC/LAPTOP	<ul style="list-style-type: none"> Total Service Desktop Management Mobile User Support Optimization and Performance Management Patch Management Security Management: Anti-virus, Spyware and Adware 	\$10 / month per system
SERVERS	<ul style="list-style-type: none"> Total Service Health check Service Availability Monitoring Security Administration Patch Management Resource Monitoring Anti-virus Management Event log Monitoring User Account Admin. Password Policy Admin. File-sharing Permission Admin. 	\$199 / month per server
NETWORK	<ul style="list-style-type: none"> Total Service Network Optimization & Management Performance & Bandwidth Analysis Alerting Firewall Management VPN Management Secure Remote Access Patch Management Network Device Monitoring 	\$199 / month per site
APPLICATIONS	<ul style="list-style-type: none"> Microsoft Non-Microsoft Line-of-Business Industry Specific Custom Solutions 	\$199 / month per app.
DATA	<ul style="list-style-type: none"> Data Backup Systems Service and Management Data Backup Verification Remote Data Backup Service Provided at additional cost 	\$199 / month per site
PRINTERS	<ul style="list-style-type: none"> Total Maintenance, Monitoring and Support 	\$10 / month per printer

The following are included with all of our services:

- On-site visits
- Security: Preventive Measures, On-going Monitoring and Analysis
- Asset Management
- Monthly Reporting
- 24x7 Remote Monitoring and Management

* Non-warranty parts are not included and can be purchased upon client approval.
One year contract required. Contract may be cancelled without penalty with 30 days advanced notice.

For more information, please contact sales@Lumen21.com