



LAN**3**⁶⁵

FLEXIBLE, COST-EFFECTIVE
SERVICE ON DEMAND...

365 DAYS A YEAR!

LAN365's unique "Pick 'n' Fix" post-sales services give customers complete flexibility to choose only the cover that is required. This is our fresh new approach and the differentiator from our competitors, who offer bulk packages which usually contain costly elements of service that are unlikely to be used.

Pick 'n' Fix Post-Sales Support Offerings

Technical Phone Support

Unlimited calls to our help desk for technical issues on your installed network. Choose 24x7 cover or our 8x5 cover (Monday to Friday, 9am to 5pm, excluding UK recognised bank holidays).

Software Upgrades

This service is available 24x7 via the Web. We issue a unique contract number and pass-code which lets you download and keep your network bang up to date.

Advanced Hardware Replacement

A choice of Service Levels from 2 hour, 4 hour or Next Business Day advanced hardware replacement. We offer you complete flexibility so that you can choose the cover that suits your network, from a 2 hour response on the core to a Next Business Day on the edge. We cover the cost of delivering the replacement hardware and picking up the faulty hardware.

Spares on-site

The demand on modern networks is increasing all the time and with this comes the danger of potentially expensive "down-time" should a fault occur. Sometimes even a 2 or 4 hour hardware replacement contract is not sufficient, so let us place a hardware spare on your site for an instant swap-out.

Engineer to Site

Don't have enough IT staff...? Then let us send an engineer to site and swap out your faulty hardware. Choose between a 4 hour or Next Business Day response.

Remote Access

With this service we are able to provide support to you via the Web. We take charge of your PC and remotely assist you...

...it's as if we were sitting right in front of you.

Resident on-site Engineer

This service delivers a dedicated on-site technical expert, exclusively assigned to your business to carry out planning and training, installations, resolve issues, and perform product specific support as required. The engineer becomes an extension of your own organisation. The service is completely flexible in such a way that you can secure technical resources on a weekly basis to cover your own staff (who may be on holiday), or engage with us on long term projects that may span months or years.

Data Back-up & Store

Let us back-up your data and store off-site in a secure location.

Simply **Pick** the services that suit your business needs and let LAN365 provide the **Fix**.



LAN3⁶⁵ Consultant Services

Wireless Site Survey

This assessment and planning service is designed to prepare the network for wireless implementation and provide planning to ensure the smooth installation of wireless access points, antennas and switches.

Voice Readiness Survey

A service that prepares the network for IP telephony implementation, with an assessment of the data network. This includes a simulation of voice traffic over an existing data network in real time, helping to identify potential bottlenecks and quantifies their severities. The resultant report offers recommendations tailored to the customers specific business needs.

Security Assessment

Making sure your network is secured from threats and able to meet demands and expectations. This service involves on-site assessment of network vulnerabilities. Our report will suggest ways of ensuring your network is fully protected against hazardous attacks before they happen.

Network Health Check

An in-depth network analysis that identifies areas that would benefit from being expanded or upgraded. This service includes a detailed report on network data flow and traffic utilization with suggestions for effective upgrades and future growth. Think of it as an MOT for your network.

Network Design

One of the most important elements of your network is the design, get it wrong and it could harm your business. Involve us right from the beginning of any project to ensure the network is designed and built specifically to your bespoke requirements.

Project Management

Our project managers use the PRINCE2 methodology standard, managing the appropriate resourcing from the initial specification through to post-project review.

Network Installation

We deliver expertly deployed networks, following strict industry standards, to minimise disruption which ensures a seamless transition from the old to the new.

Expert Assistance

Benefit from our consultants on-site expertise to assist with your planning, engineering, technical and troubleshooting needs.

Network Audits

Let LAN365 audit your network and provide a detailed report including part numbers, serial numbers, software versions, IP addresses etc.

Training

LAN365 have all the resources at hand to be able to offer training solutions to meet your needs. We can offer official vendor certification courses and bespoke courses tailored specifically to your own requirements. These can be delivered at various training centres across the UK or at a location of your choice.

Consultant Tokens

Purchase discounted blocks of Consultant Tokens up-front to call off and use within a 6 month period. One consultant token is equivalent to 8 hours of consultancy. Choose between on-site or remote consultancy.





SERVICE ON DEMAND... **365** DAYS A YEAR

“ These guys really know their stuff, they take time to understand your needs before tailor making the right service contract for your business demands.

They were the only company to suggest a Spare on-site for my critical core device. I like the feeling of confidence I get knowing I'm covered 24x7 with LAN365



Mike Evans

IT Director | Habitat Europe Ltd

“ As an emergency service, it's imperative that we use a reliable and efficient company to provide support for our voice and data network. That is why I rely on LAN365 to provide a bespoke service contract tailored to my individual needs.



Alan Newcombe

Information Systems Officer
Royal Berkshire Fire & Rescue

“ LAN365 were prepared to understand our business needs and adapt an offering that was best of breed in times where the pace of IT continues to grow but is often uncertain.

We are confident that as our technology changes and develops, LAN365 are right there with us, ensuring that they too understand the complexities of delivering services within higher education



Jamie Lee

Network Manger | The Regents College

Make the right decision

LAN365 will take the time and effort to understand your business requirements first, making sure the main priority is to provide maximum cover within your budget. Our team has over 40 years of combined experience in the IT services industry.

This means we do what we do best, leaving you to focus on what you do best.

For a free consultation on how we can help you, contact us today.



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