



Partnering for Success



# Managed Services

The Technology to Keep Your Business Competitive and Effective.

LANAIR's Managed Services are a sound strategic method for improving operational efficiency, enhancing organizational capabilities, augmenting technical competencies and reducing operating costs. We implement time-tested best practices and around-the-clock remote maintenance to reduce the risk of a wide range of common IT/network failures, addressing issues before they develop into more serious and costly problems.

## Remote Monitoring with ControlPoint MSP

ControlPoint MSP is the platform that provides the power and flexibility for remote management of your IT systems - allowing tasks like bug fixes, patch management, system reconfigurations and daily system audits to be performed quickly and reliably.

Proactive management with ControlPoint means that potential issues and problems are prevented. Systems and people remain productive - on-site emergency technician support is reduced.

ControlPoint MSP allows daily, weekly and monthly IT tasks to be automated and scheduled to ensure that all tasks are completed and reported consistently without fail - and that's just the start of what it can do.



### ControlPoint MSP Features:

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

### ControlPoint MSP Benefits:

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

## Extending your Capabilities

With our Managed Service plans you have the additional strength and security of LANAIR's expert IT staff on your side 24-7-365. Whether you're looking to completely outsource your IT support or merely augment your existing support staff capabilities, we can help. Our role is to serve simply as an extension of your business, providing whatever technical expertise you're missing. Our goal is to partner with you, providing long-term IT strategies that will allow you to keep your focus on building your business and maintaining your competitiveness and effectiveness.



Security Solutions  
Advanced Infrastructure Solutions  
Networking Infrastructure Solutions  
Data Management Solutions

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www.lanairgroup.com



# Managed Services Program Features

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Service Description	Preventative Maintenance	Outsourced IT
Emergency Response Time	< 8 Hours	Immediate
On-Site Scheduling of Technician	< 2 Days	Same Day
<b>24-7 Remote Monitoring:</b> <ul style="list-style-type: none"> <li>• Server Stability &amp; Performance</li> <li>• Notification of Unusual Events</li> <li>• Daily Back Up &amp; Monitoring</li> <li>• Daily Firewall Monitoring</li> </ul>	✓	✓
Executive Summary Monthly Report	✓	✓
Virus Definition Updates	✓	✓
Unlimited Remote Patch Management	✓	✓
Online Custom Client Portal	✓	✓
Acceptable User Policies & Procedures	✓	✓
Quarterly Review & Planning Meeting	✓	✓
Daily System Audit	✓	✓
Adding & Removing Users	✓	✓
Preventative Maintenance on Servers/Workstations	✓	✓
Spyware Monitoring & Removal *	✓	✓
Virus Removal & Cleaning	✓	✓
Monthly Review Meetings		✓
Client Access to LANAIR Support System for Remote Control		✓
Unlimited Software Upgrades **		✓
Installation of New Hardware & Software		✓
Liaison with ISP, Hardware & Software Vendors **		✓
Shopping and Ordering Warranty Parts **		✓
Help Desk & Application Support		✓
On Site Support		✓

## Enjoy Peace of Mind... We've Got IT Covered.

If IT related distractions are pulling your focus away from growing your business, Managed Services from LANAIR can significantly benefit your organization.

We take the worry and frustration out of the equation - so you can keep your head in the game. We maintain a constant vigil over your IT assets and employ proactive strategies that help us identify small problems before they become large, costly ones.

With a wealth of experience our team is proven as one fully capable of handling even the worst IT problems should they arise.

Our goal is simple. To keep your crucial systems up and running so you remain competitive and focused on building your business. Your success depends on it.

Whether you are looking to outsource IT support or augment your existing technology support staff, Managed Services from LANAIR can help your organization get on the fast track to success.

Give us a call today!

\* - Spyware removal is only included if a Unified Threat Management device is installed on the network.

\*\* - Labor only; all hardware and software costs will be additional.