

# Ten valuable benefits a LanJava Service Agreement can provide for your organization.

## 1. Unify your IT management

LanJava provides a single point of contact for all IT needs. From hardware purchases, diagnostics, repair and replacement to software installation, update management, monitoring and purchasing. Server, Desktop and Network monitoring, asset inventory and management available from a single source. We can also host/support your email, web sites and services.

## 2. Keep your server, applications and network up and running

LanJava monitors the application data and services in your network. We can track database growth in SQL Server™ databases or connectivity to Exchange. Maintaining current versions and evaluating new technologies that can be leveraged to benefit your business are reviewed regularly.

## 3. Troubleshoot problems more quickly

Your network is monitored to prevent problems from happening, but hardware can fail without warning. Undocumented software conflicts can surface. Users can corrupt a system unintentionally by deletion or unauthorized program installation. When things happen, we diagnose and fix them quickly - often before you are aware the problem even exists.

## 4. Simplified patch management

Patch management for all Microsoft products in the Microsoft Update catalog. Additional patch management for key industry vendors providing a single point of control for patch Management. Critical updates are automatically deployed while recommended updates are reviewed and approved prior to installation.

## 5. Centralized application deployment

Applications can be deployed to workstations without having to physically perform the installation on each workstation. Most line of business applications can be customized and installed, as well as modified or uninstalled through the network.

## 6. Keep track of hardware and software assets

No more spreadsheets to maintain - we gather more than 60 hardware attributes and a complete inventory of the applications running on each machine. A summary inventory is available for quick troubleshooting and review or a detailed list for inventory reporting.

## 7. Improve your users up-time

Keep your systems performing optimally for best user efficiency. We collect application and OS errors that would otherwise remain anonymous. We can remotely execute important tasks on user's computers, from performing a simple drive diagnostic or initiating a system virus scan to a remote desktop session.

## 8. Real time monitoring of critical systems

Active monitoring 24/7 of critical systems like backups, virus alerts, services, email and database integrity allow immediate response. The best aspect of managed IT is in the unseen corrections made to keep things running smoothly.

## 9. Centralized workstation and user management

Each user and workstation is controlled and managed by the server. User level security for access to the network and shared resources can be managed from one location. Setting up new users and workstations can be accomplished quickly.

## 10. Affordable comprehensive IT management

LanJava services are priced for the budgets of small and mid-sized businesses, allowing you to purchase only what you need and then grow as your business requires it. We provide the service of a full time IT staff, while charging less than the cost of a part time employee.



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Microsoft System Builder, Registered Service Provider, OEM partner and Associate Intel Product Dealer



# What do you get with a LanJava Service Agreement?

## Software:

Microsoft offers a licensing model called "Service Provider Licensing Agreement" (SPLA) that allows a service vendor to offer Microsoft products bundled with services on a month to month basis. Fees are charged monthly per system by use. We are also able to take advantage of other licensing models for other software vendors that allow us to charge in a similar fashion. The end result is the ability to rent software at a low fixed cost, and keep your software as up to date as you wish while maintaining downgrade rights should you have a need for an older version. Return on investment varies depending on your business model, so an individual consultation should be performed to determine best suitability. While most licenses are optional, two are included with all service packages. Each client subscription includes rights to Small Business Server 2008 and Symantec Endpoint Security 11. First year discounts are given for any similar product owned by customer evaluated on a case by case basis.

### Microsoft Small Business Server Premium 2008

- **Exchange Server 2007:** Centralized management for email. Anywhere Access to voice mail, fax, calendars, contacts and email through Web, Desktop, Mobile and Voice. One inbox available anywhere you are.
- **SQL Server Standard 2008:** Designed to run on separate server. (Virtualized on single server hardware) Database server used by many business class database programs. Full standard version using up to 4 CPUs and unlimited memory utilization and database size.
- **Windows Server Update Services 3.0:** Enables monitoring and deployment of the latest Microsoft product updates to computers on the domain running the Windows operating system.
- **Windows SharePoint Services 3.0:** Share internal documents, coordinate calendars, manage issues, and participate in discussions while you're on the road.
- **Remote Access:** Remotely access the company intranet. Log in to your Outlook folders. Connect to your desktop PC as if you were sitting in front of it. Connect through a VPN connection. All these features are selectable for each user

### Symantec Endpoint Security 11.4

- Centralized management of Anti-Virus and Anti-Spyware software. Each workstation client is monitored for compliance with security policies and kept up to date with the latest definitions. Detection alerts are immediately sent out via email in addition to being flagged on the server status reports. This allows for automatic review of alerts to determine if threat was dealt with accordingly or if further action is needed.

## Hardware:

Over 15 years of experience in building quality systems for gaming, home use, business class workstations, high end CAD stations, laptops and servers ranging from entry level to purpose built. Our systems are built from the component level utilizing Intel processors and Intel motherboards. All name brand components allowing 3 year warranties on all parts, backed by LanJava *and* the component manufacturers. Each system is hand built and customized by us to suit your specific needs now and keep performing well even when your needs grow more demanding. We do **not** use a third party supplier that builds your computer on an assembly line, building it as cheaply as possible and resulting in a computer that is under powered as soon as your needs increase. As a LanJava Service Agreement client, you pay a discounted rate for any hardware we provide. Everything from network hardware to printers to accessories and supplies.

## Service:

With a LanJava Service Agreement you will be using the latest Windows Server OS leveraged for remote management. Adding or changing users and computers, creating and monitoring backups, installing software or providing individual support at the desktop level can typically be performed remotely. Onsite service will still be required and is always provided when needed. Some tasks are still better suited for service in the shop. All of these are available and will be applied as the situation merits. Our primary goal is to meet your needs in a responsive and timely fashion. As a client, you will automatically have priority over any other service calls allowing for an immediate response in most situations.



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## LanJava Service Agreement Levels and Options

(all prices and hours are monthly, unless noted)	Basic	Standard	Premium
<b>SERVER</b> (\$600 setup charge)	\$120	\$180	\$260
Configure and maintain Small Business Server including ongoing support and management of file sharing, user and computer management, security policies, and phone support. This includes all SBS components. (Exchange, SQL, SharePoint) Any other support or service needs as requested by client.	Up to 1 hour included	Up to 3 hours included	Up to 5 hours included
Configure server backup and check daily	Included	Included	Included
Weekly full verification of Backup Data		Included	Included
Full server image stored offline, updated monthly.			Included
Configure automatic updates and approve as required. Most critical updates will install automatically, but service packs and recommended updates require manual approval.	Monthly	Weekly	Daily
Monitor SBS network via email alerts			Included
Monitor SBS network via detailed reports and logs	Monthly	Weekly	Daily
Configure and manage Symantec Endpoint Security	Included	Included	Included
<b>Workstations</b> (per workstation) (\$60 setup charge)	\$15	\$20	\$25
SPLA license for SBS 2008	Included	Included	Included
Volume license for Symantec Endpoint Security 11.4	Included	Included	Included
SPLA license for Desktop OS (XP, Vista, Windows 7)	\$5	\$4	\$3
SPLA license for Microsoft Office 2007 Professional	\$8	\$6	\$5
Check with us for other software and prices			
Full system monitoring and configuration for updates and security compliance.	Included	Included	Included
General system tune up and optimization as needed or requested.	\$30 per incident	\$15 per incident	\$5 per incident
Folder replication onto server for primary data backup. Offline folders configured for offsite use.	Included	Included	Included
Regular full system backups for system recovery.		Included	Included
Monitor workstation software installations and system error logs for preventative action	Monthly	Weekly	Daily
<b>Additional Services</b>			
Offsite online storage (backed up nightly)	\$10 + \$1/GB	\$10 + \$1/GB	\$10 + \$1/GB
Website Hosting Unlimited Email Accounts 10 GB web storage	\$150/Year	\$150/Year	\$150/Year
Additional Onsite service (Standard rate is \$80/hour)	\$60/hour	\$60/hour	\$50/hour
Additional Remote service (Standard rate is \$50/hour)	\$40/hour	\$35/hour	\$30/hour
Additional Shop Labor (Standard rate is \$30/hour)	\$30/hour	\$25/hour	\$20/hour



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