guardian network Network Design, Configuration, Maintenance, Management, & Support

Your network is the basic IT infrastructure that keeps you and your business connected. It enables communication between all of your computers and devices, as well as their access to the cloud.

- ✓ Network Design, Set Up, & Configuration
- ✓ Security & Protection Best Practices
- ✓ Plans & Options Customized To Your Business
- Proactive LAN Management
- ✓ On-Site Cable & Patch Panel Troubleshooting

- ✓ VPN Set Up & Management
- ✓ Complete Wireless Set Up & Maintenance
- ✓ Switch, Router, & Firewall Device Support
- ✓ Bandwidth Allocation & Optimization
- ✓ We Handle Communication To Your Vendors

www.Help-Now.com



Managed Network Service: What To Expect & Demand

Network Set Up & Configuration	From framework planning to on site set up, configuration, and on-going maintenance we get the job done right.
Security & Protection	Implement industry best practices and custom security protocols to ensure your data is protected around the clock and at every level.
100% Customized Design & Pricing	Flexible contracts deliver options to grow, contract, or change as your business evolves.
Vendor Management	Don't waste your time talking with IT vendors whose sophisticated terminology only confuses you more. We become your Technical Representative handling all your service provider communications.
Support & Troubleshooting	Our help desk is designed to get you the support you need, when you need it. Call, e-mail, or visit our support site for any of your network concerns.
24/7 Monitoring	Our robust monitoring platform never sleeps. We are always on the look out for network environment threats and security breaches to make sure your data is protected and up to date.
Bandwidth & QOS	Choose where how you want to allocate your resources so your IT infrastructure is fully optimized for peak performance.
Maintenance & Updates	Our updates and patches are executed daily to ensure you're always operating at your best. These best practices prevent hardware and firmware malfunctions keeping your network online.
Your IT Rep	We position ourselves as your technical contact to your domain and email hosting providers. This affords us the opportunity to cut out your "middle man" responsibility role and leave the technical resolutions to us.

Device Coverage & Configuration



Firewal

Set up and on-going configuration changes Support and troubleshooting Updates and routine maintenance





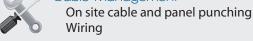
On-site hardware repairs Quality Control Remote diagnostics ISP downtime prevention (back up planning)

Managed Switches



Set up and on-going configuration changes Software updates and maintenance Virtual LAN (VLAN) framework and customization LAN traffic allocation (i.e. separate voice & data traffic)

Cable Management



Internal Routers



Set up, configuration, and on-going maintenance Maintain code updates New functionality software updates Ethernet protocols

Wireless Access Point



Framework implementation
Maintenance and
Best practices development
Data protection and security
Internal and external (guest) access levels

Virtual Private Network (VPN)



External network access set up and configuration Security best practices implementation Maintenance and support



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Function	ESSE	ENH	T T
Up/Down Monitoring (Ping) - Business Hours	Х	Х	Х
Device Down Notification - Business Hours	Х	х	Х
Up/Down Monitoring (Ping) - 24/7		х	Х
Device Down Notification - 24/7		х	х
ISP Interaction for Device Down		Х	х
Assesement of all network devices		х	Х
Web Host Support		Х	Х
Email Host Support		Х	Х
DNS Record Administration		Х	Х
Domain Registrar Administration		Х	Х
ISP Interaction for all technical requests			Χ
Network Diagram / Asset & Vendor Report			Χ
Onsite Support			Χ
Firewall Config			
Firmware Updates	Х	х	Х
Port Forwarding (Inside/Outside)	Х	х	Х
Port Blocking	Х	х	Х
IP Blocking	Х	х	Х
DHCP Configuration	Х	х	Χ
NAT Configuration	Х	х	Х
Credential Management	Х	х	Χ
QOS Management / Config		х	Χ
VPN Management on Firewall			
Remote Access Management	Х	х	Х
Site to Site Management	Х	х	Х
User Management		х	Х
External Network Security Scan / Open Port Scan (Monthl	ly)	х	Х
Port Scan Vulerbility Resolution		х	Х

	ESN	, N
Wireless Access Point	ESS	DA
Wireless Assement & Recommendation	x	x
Configuration of Device	X	X
- SSID Maintenance	X	X
- Security management	X	X
Wireless Router (WAP w/ Router Features)	X	Χ
Separate Guest & Internal Network		Χ
Super Secure Internal Wireless		X
Installation		X

Switch Credential management x x VLAN Configuration x x Installation of Upgrades and Replacement x

Router (Non-ISP)		
Credential management		
Routing Updates	Х	Х
Configuration Backup	Х	Х
Firmware Updates	x	х

Cable Maintenance		
One Time Cable Clean-up		Х
Patch Panel Troubleshooting	х	Х

^{**}Ask about out Intrusion Detection & Prevention add-on features.