

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

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Bridging Business & Technology

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



Firewall

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



ISP Router

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

On site cable and panel punching
Wiring



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

	ESSENTIALS	ENHANCED	PREMIUM
Up/Down Monitoring (Ping) - Business Hours	x	x	x
Device Down Notification - Business Hours	x	x	x
Up/Down Monitoring (Ping) - 24/7		x	x
Device Down Notification - 24/7		x	x
ISP Interaction for Device Down		x	x
Assesment of all network devices		x	x
Web Host Support		x	x
Email Host Support		x	x
DNS Record Administration		x	x
Domain Registrar Administration		x	x
ISP Interaction for all technical requests			x
Network Diagram / Asset & Vendor Report			x
Onsite Support			x

Firewall Config

Firmware Updates	x	x	x
Port Forwarding (Inside/Outside)	x	x	x
Port Blocking	x	x	x
IP Blocking	x	x	x
DHCP Configuration	x	x	x
NAT Configuration	x	x	x
Credential Management	x	x	x
QOS Management / Config		x	x

VPN Management on Firewall

Remote Access Management	x	x	x
Site to Site Management	x	x	x
User Management		x	x
External Network Security Scan / Open Port Scan (Monthly)	x	x	
Port Scan Vulnerability Resolution		x	x

Wireless Access Point

	ESSENTIALS	ENHANCED	PREMIUM
Wireless Assesment & Recommendation		x	x
Configuration of Device		x	x
- SSID Maintenance		x	x
- Security management		x	x
Wireless Router (WAP w/ Router Features)		x	x
Separate Guest & Internal Network			x
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	x	x
Configuration Backup	x	x
Firmware Updates	x	x

Cable Maintenance

One Time Cable Clean-up		x
Patch Panel Troubleshooting	x	x

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