

MANAGED ROUTER / SWITCH SERVICE

Purchasing, installation, and maintenance go together. Because The Computer Place pre-configures the router and switch for you upon shipment, we are in an ideal position to manage it for you. Our enhanced management program incorporates 24x7 monitoring of router/switch availability and performance to assure minimal service disruptions. Our Managed Router/Switch Service also extends beyond the hardware to include software and other metrics critical to WAN performance. This translates to optimal response time and minimal emergency service calls, as you are immediately alerted to problem areas before service is degraded.

The Computer Place's enhanced Managed Router/Switch Service gives you a fast and cost-effective way of gaining control over your network, helping you maximize WAN uptime. Our combination of proven remote network management tools and certified network engineers enable us to deliver the performance and reliability you demand from your WAN infrastructure.

FEATURES:

- Software maintenance of the supplied software
- 24x7 remote monitoring, identification and problem remediation for:
 - Catastrophic WAN router failures
 - Catastrophic Switch (Layer 2 or Layer 3) failures
 - Internet connectivity failures
 - ISP or telecom carrier connectivity issues
 - Hardware failure notifications
 - Performance related to
 - Errors
 - Discards
 - High bandwidth utilization
- Router or switch resources related to memory or CPU

BENEFITS:

- Optimize your network infrastructure to meet business needs
- Single point of contact
- Maximize your network infrastructure for high availability, reliability and scalability
- Focus on core competencies
- Ensure a positive user experience, fostering customer confidence and protecting your bottom line



Every technology component you have connects into your network.

Your ability to provide service, conduct transactions, communicate and collaborate depends upon the performance of your servers and applications. And, they can't function if your network isn't functioning. Even one minute of network downtime because of a mis-configured router can impact productivity, revenue, competitive advantage and customer loyalty.

The Computer Place Inc.
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MANAGED ROUTER / SWITCH SERVICE

SERVICES OFFERING	OPTIONAL
Managed Router / Switch Service	
<ul style="list-style-type: none"> • 24/7 x 365 Device Performance and Availability Monitoring • Router ACL Logging and Event Monitoring • Event Logging and Monitoring • Daily Configuration Backup • Software Updates • Configuration Changes (3 per month) • Incident Notification Within 60 Minutes of Detection 	
<ul style="list-style-type: none"> • 30 Minutes of Help Desk Support, Monday to Friday 9am - 5pm 	>30 Min \$60/hr
<ul style="list-style-type: none"> • OR Incident Remediation Monday to Friday 9am - 5pm. Remote included, onsite add T&M 	●
<ul style="list-style-type: none"> • Device Warranty Management (2 hours per device) 	●
Add-on Onsite Support Services -- Available Monday to Friday 9am - 5pm	
<ul style="list-style-type: none"> • Reactive Troubleshooting • Onsite Preventative Maintenance • 2 Hour Time Block with 1 Hour Response 	
<ul style="list-style-type: none"> • 5 Hour Time Block with 1 Hour Response 	●
<ul style="list-style-type: none"> • 10 Hour Time Block with 1 Hour Response 	●
<ul style="list-style-type: none"> • After Hours Support 	\$110/hr

DEVICE WARRANTY MANAGEMENT

If your router/switch hardware malfunctions, we can help protect you from downtime. As an option to your Managed Router/Switch Service, we will work with the hardware vendor to help remediate issues requiring vendor intervention.

ABOUT THE COMPUTER PLACE

The Computer Place is the Flathead Valley's largest provider of complete information-handling solutions, meeting the mission-critical needs of businesses and professionals. We focus on profitable long-term win-win relationships. We offer the highest level of technical competence. We build our solutions on quality products, backed by service and support, while maintaining a high level of customer satisfaction.

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