

*The Computer Place, Inc*

# **MANAGED WIRELESS NETWORK DEVICE SERVICE**



If your WiFi network goes down, your business can grind to a halt. Lost productivity due to network downtime or security breaches can impact not just your business, but your customers' business.

As more businesses install wireless networks throughout their facilities, the need to secure and manage these environments becomes critical. Our Managed Wireless Network Device Service incorporates 24x7 monitoring of availability and performance of wireless devices to assure minimal service disruptions. Our Managed Wireless Network Device Service also extends beyond the hardware to include software and other metrics critical to wireless local area network (WLAN) 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 Managed Wireless Network Device Service gives you a fast and cost-effective way of gaining control over your wireless network, helping you maximize WLAN 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 WLAN infrastructure.

## **BENEFITS:**

- Optimize your wireless network infrastructure to meet business needs
- Single point of contact
- Maximize your wireless 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

**Reliable wireless  
access keeps your  
employees mobile.**



**The Computer Place Inc.**  
28 Village Loop Road  
Kalispell, MT 59901  
Telephone: 406-758-6800  
info@tcpkal.com

[www.tcpkal.com](http://www.tcpkal.com)



*The Computer Place, Inc*

# MANAGED WIRELESS NETWORK DEVICE SERVICE

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

## DEVICE WARRANTY MANAGEMENT

If your wireless network device hardware malfunctions, we can help protect you from downtime. As an option to your Managed Wireless Network Device 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.

**The Computer Place Inc.**  
 28 Village Loop Road  
 Kalispell, MT 59901  
 Telephone: 406-758-6800  
 info@tcpkal.com

www.tcpkal.com

