

# LAN Solutions – Maintenance and Network Support

Keeping your business running smoothly



*We know how precious your business is to you. And that you're proud to work in a company that's unlike anyone else's. There may be competitors in the same field as you. But you play the game in your own way.*

That's why the technology your business uses should be unique too. Your network infrastructure should be designed exclusively around you. It should help you stay ahead of the competition, for the next few months and coming years.

That's where we come in. We go out of our way to be the UK's preferred business supplier. Specialist solutions from Virgin Media Business are designed to rally round you in the following ways:

- **Collaboration** – we give you business tools to connect employees, suppliers and customers, to improve business productivity.
- **Flexibility** – our solutions take future requirements into account and plan how our network can best evolve with your business.
- **Mobility** – we make sure your out-of-office workers can access information and applications when and where they need to.

- **Intelligent Network** – you'll get a network with enough fire-power to handle the most demanding applications.

And then there's our die-hard engineers and services team, who have the necessary expertise and are committed to building life-long partnerships with you. Their goal is to provide you with the following services:

- **Alignment** – we first get an in-depth understanding of your business needs. It's so we know your business inside and out.
- **Integration** – we install custom-made solutions with the least disruption to your business.
- **Support** – just because everything's in place, doesn't mean we're done. We carry on providing you with support services for as long as you choose.

### *What's underneath your overheads?*

For most companies, a problematic network is the bane of their existence. Usually, if your network isn't working, neither is your business. And it's likely that your company looks to you to keep the network running smoothly.

But what's the actual cost of running your network in-house? Is it really the most cost-effective answer? Perhaps not when you take everything into account. Your IT staff often spend a lot of their day maintaining the LAN rather than focusing on business-related duties.



Then there's also the cost and administrative headaches involved in buying, holding and managing your own spare equipment. And most organisations' networks come to a grinding halt every now and again due to critical failure and no back-up. When you look at overall loss of productivity, you can see some serious damage to your business.

Our LAN maintenance will give you peace of mind by offering you flexible support packages. You can choose the level of support based on your needs. We'll work with your budget and requirements. From preliminary troubleshooting to 24/7 support services where we act like over-protective parents.

### *Keeping you in perfect working order*

It can be tough to keep your data network in perfect running order. The pressure on your support staff can be huge. But as a Virgin Media Business client, we'll take the pressure off you by:

- Giving you access to our specialist engineers who thrive on fixing problems fast, so any downtime is kept to a minimum. It won't take long for you to appreciate our techies as much as we do.

- Ensuring your network gets periodic software updates. This helps extend the lifespan of equipment, reducing the cost of maintaining the network.
- Making sure you don't have the financial burden of keeping spares in stock. We'll keep them for you.
- Replacing any faulty spares. Our engineers are waiting in the starting blocks to get to you in less than four hours.
- Providing an asset tracking and management service. This way you always know the score.

### *Management Services which work for you*

Keeping your network in tip-top shape is naturally our first priority. We also want to make your IT team's life a whole lot easier, with our first-class management services:

- Hands-on monitoring of your network – we respond to problems before they impact your business.
- We'll do a thorough diagnostics of the system, from top to toe, to check for any errors. This means you'll be ready for any issues in the future.
- We'll give you all this information on tap, so you can easily keep on top of things.
- Trend analysis and forecasting are also available, making sure your system stays in shape, now and in the future.

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*Our expertise.  
Your peace of mind.*

We're in the business of offering our clients peace of mind business solutions. We have accomplished this through our excellent track record in designing, implementing, maintaining and servicing next generation LAN solutions. It doesn't matter how simple or complicated the job, you'll get the service that's right for you. And of course, we'll help you get the most out of your budget.

- You'll receive network services that include a full range of support. With a dedicated contact line, you'll get expert telephone help and a professional team of technicians and engineers with ultra-quick response times.
- Get a flexible network service to suit your needs. Whether you need LAN and WAN infrastructures to single offices or corporations with hundreds of branches.
- You're assured of a safe pair of hands. Being a Cisco Gold Certified Partner, we're specialists in network infrastructure, VPN security, IP communications and wireless LAN services.
- Have a smoother running business with network solutions that are designed to be easily manageable and can grow with your company. You'll also have a seamless transition to our network.
- As one of the UK's largest national Next Generation Network providers, we can support any company in the UK. A support team is ready to help you in over 40 UK locations.

*More Maintenance.  
Less Nuisance.*

Our technicians and engineers are trained in the art of network-design. They have one main goal – to reduce the complexity of maintaining your LAN. Also to make sure you experience minimal downtime, here's how we can help:

- Customise our support services around your needs. You decide whether certain locations should get priority over others. And it's perfect for call and data centres.
- Find the optimal balance of network performance against your budget, with our flexible support services.
- Get one point of contact, so you always speak to someone who knows you and your business.
- Network support, even if your network was installed by someone else. Multi-vendor networks are second nature to us.



*For more information about how our LAN Solutions can help your business get better connected, call 0800 052 0845 or visit [www.virginmediabusiness.co.uk](http://www.virginmediabusiness.co.uk)*

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