



*“Relax. We’re here to help.”*

## **SERVICE OFFERINGS**

### **COMPUTER NETWORK SERVICE**

Premier Innovisions offers a wide variety of computer network services. Services available from Premier Innovisions include:

#### **LAN / WAN**

- Local area network (LAN) and wide area network (WAN) design, implementation, administration, optimization, and maintenance.
- Microsoft-based server installation, administration, and maintenance
- Installation, administration, and maintenance for Microsoft Exchange Server, Microsoft SQL Server, Microsoft ISA Server, and Microsoft Systems Management Server

#### **INFRASTRUCTURE**

- Complete network design services
- Network documentation
- Network diagramming, discovery, and assessment
- Cabling solutions

#### **REMOTE CONNECTIVITY**

- Thin client solutions including Microsoft Windows Terminal Services
- VPN solutions for end users and remote offices

#### **NETWORK SECURITY**

- VPN solutions for end users, partners, and remote offices
- Firewall deployment, administration, and maintenance
- Security assessment and auditing services

#### **TROUBLESHOOTING**

- Complete troubleshooting and fault-isolation services for servers, network infrastructure hardware, and client/server applications

#### **DISASTER RECOVERY**

- Complete disaster recovery services for Windows 2000 Server, Windows Server 2003, Microsoft Exchange Server, and Microsoft SQL Server

#### **DATA STORAGE**

- Off-site network backup solutions

**Call Nick Sherman at 937.704.0517 to discuss your specific needs.**

### **PC SERVICES**

Premier Innovisions can handle your desktop PC services as well. PC Services offered include:

- PC hardware support, including upgrades, repairs, diagnostics, configuration, relocation and deployment
- Installation and maintenance of Microsoft Windows 98, 2000, and XP operating systems
- Installation and maintenance of Microsoft Office and other popular business application software
- AntiVirus and utility software deployment
- PC and software inventory management
- Off-site data backup

### **CONTRACT-BASED SERVICES**

Premier Innovisions provides a variety of short and long-term contract-based services to fit the varied needs of our customers. Our offerings include:

- Recurring on-site visits on a full-time, part-time, weekly, monthly, quarterly, or annual basis
- Prepaid, discounted service hours in 25, 50, and 100 hour blocks
- Recurring scheduled technician visits to perform PC and network services
- Comprehensive computer network maintenance, monitoring, and administration

### **REMOTE NETWORK MANAGEMENT**

Premier Innovisions provides complete Remote Network Management solutions, allowing us to identify and correct most problems without an onsite visit. The end result is faster service, reduced cost, and increased customer satisfaction. Services offered include:

- Remote server monitoring
- Remote network administration
- Remote server troubleshooting
- Remote workstation troubleshooting
- Remote software management
- Remote security update installation

