

Global Network Operations Center

LABUSA.com | 1-866-572-4867

What does Information Technology (IT) do for your business?

A major threat to your IT infrastructure can mean a direct hit to your bottom line. LAB Information Technology delivers IT Managed Services that will keep your network and the people that use it, running at peak performance all day, every day.

LAB's IT Global Network Operations Center solution offers you increased performance, optimal security and uninterrupted operations, all at a surprisingly affordable price.

Affordable Remote Monitoring, Remediation and Preventive Maintenance

Our convenient, affordable and automated Global NOC service handles routine system maintenance and network monitoring functions on a 24/7 basis. We take care of it all — escalating alerts, reviewing backups, defragmenting your hard disk, deleting temporary files, preventing viruses and reducing spam — without interruption to your daily business operations.

The result: You're free to focus on your core business, rather than your technology.

Two Service Packages Available

Because every organization's requirements are different, we offer a choice of two service packages and can custom fit any of the two offerings around your specific needs. This gives you the flexibility you need.

Gold — Comprehensive 24/7 Maintenance Package

Preventative Maintenance for Desktop includes:

- Patch management
- Antivirus/antispysware
- Temp file deletion
- Disk defragmentation
- Asset/inventory reporting

Preventative Maintenance for Server includes:

- 24/7 monitoring
- Patch management
- Antivirus/antispysware
- Preventative maintenance for Exchange/Active Directory
- SOPs for correction before escalation
- PSA integration (such as Autotask or Connectwise)
- Limited administration

Platinum — Comprehensive 24/7 Maintenance Package for Desktops and Servers

Preventative Maintenance for Desktop includes:

- Everything in Gold package

Preventative Maintenance for Server includes:

- Everything in Gold package
- PLUS — remote troubleshoot and fix (alert and resolution)
- PLUS — move/add/change users or groups

Every package includes:

- Maintenance Services — patching, spyware, antivirus and preventative tasks
- Monitoring, alerting and escalation — 24/7 or after business hours
- Up/down alerting in network devices

What are the benefits of Global Network Operation Center support?

Improved Cost Management

Remote network issue resolution	Reduce cost via remote network issue prevention and repair.
Software license compliance and hardware warranty management	Avoid noncompliance penalty fees and out-of-warranty repair costs.

Increased Network Availability

24/7 monitoring of all network devices	Identify potential issues immediately and repair them before any business interruptions occur.
Detailed site-level inventory and device-status management	Verify devices are accounted for, and functioning properly, at all times.

Greater Network Security

Network security alerts	Stop unauthorized user access, data theft and computer viruses.
Software content control	Prevent creation of unauthorized or illegal content

Heightened Network Performance

Executive reports	Identify trends and issues, such as servers running low on memory, and react before a crisis causes downtime
Capacity management and upgrade planning	Plan for growth before network performance deteriorates

Enjoy Improved Productivity

Our preventative maintenance services help keep your hardware and servers running at peak performance. By defragmenting your hard disks, deleting temporary files and preventing viruses and spam, we can help prevent most problems before they occur. However, since we monitor your servers around the clock, our NOCs are alerted and resolve most issues before you even know there's been a problem. This improves your system performance and helps you maintain productivity, with less interruption of your daily business.

Maximize your network's availability.

Minimize unnecessary expense.

LAB Information Technology provides your business with complete management of all network-based services, applications and equipment. Our pricing is based on your specific needs. Call us today and let us design a solution for you.



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LAB Information Technology Incorporated (LABUSA) is a provider of information and security technology solutions. Based in Illinois and serves corporate and government customers in the USA, Europe and Africa. LABUSA delivers innovative solutions that provide all encompassing management and protection of intellectual and physical assets.

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