



Partnership for Success

Managed Services, Providing Expertise, Responsiveness, and ROI for your IT Infrastructure.

PARTNERSHIP BENEFITS

Service Level Agreement

- Response time
- Asset tags
- Onsite visit
- Remote support
- Support portal
- Escalation path
- FAQ pages
- Data protection plan
- D.R. planning

Cost Control

- Leveraged purchase power
- Monthly price guarantee
- Leasing options

Satisfaction Guarantee

- Response time
- Ticket resolution
- Data protection

Providing a customized S.L.A. ensures measureable results in ticket response time, resolution, and customer satisfaction. Performing an initial IT survey, planning for future upgrades, and implementing a rock-solid data protection plan ensures that you meet any IT audit requirements.

Our pricing structure gives you expert IT support with predictable costs and ROI.

"Our commitment to service excellence has forged invaluable partnerships with our customers, enabling them to focus on the success of their businesses, while realizing the full potential of their IT resources"

Todd Guichard
Professional Services Engineer



OUR PROFILE

Lynx Technologies is an advanced provider of data center and network infrastructure solutions with a focus on data protection. Since 2000, we have offered specialized design and implementation of customized solutions for organizations managing data-intensive computing environments with strict limitations on system downtime.

CUSTOMER SUPPORT

Utilizing current technologies to provide Web-based ticketing and remote support tools we are able to meet the most demanding response and resolution requirements. Our expertise and escalation capabilities minimize lost productivity and business impacts due to the challenges of today's IT systems.

DATA CENTER MANAGEMENT

Specializing in Data Protection and Disaster Recovery for over a decade has given us enterprise-level expertise in servers, applications, networking, and virtualization technologies. Enterprise-level requirements of uptime, performance, and reliability translate well to today's small-to-medium organizations that also rely on their IT investments to maintain Productivity and Profitability. Our service staff has experience supporting large numbers of workstations and IT environments of all sizes.

SUPPORT COSTS (\$/mo)

2 YR Contract	1,995.00
1 YR Contract	2,795.00

Includes (Up To)

Servers	5
Workstations	25
Site	1
Network Devices	5
(ex: Switch, Router)	
Peripheral Devices	5
(ex: Printer, Copier, Fax)	

ADDITIONAL DEVICES (\$/mo)

Server	50.00
Workstation	25.00
Site (Network)	150.00
Network Device	10.00
Peripheral Device	10.00
VOIP Phone System ...	250.00
(Includes up to 25 IP Phones)	
IP Phone	5.00

ON-BOARDING COSTS

Physical Server	500.00
Virtual Server	250.00
Workstation	250.00
Virtual Workstation	100.00
Network Device	250.00
Peripheral Device	100.00
IP Phone	100.00
Smart Phone	75.00
(Corporate Messaging)	