

LAN-CARE

The **KVS LAN-Care** service provides our clients with diagnostic and technical support of their existing and future network systems. Municipalities rely on KVS software to be running efficiently at all times. With an increasing demand for support of network issues, KVS has introduced a service that maintains an accurate and updated configuration of our client's system. This enables our technical specialist to quickly evaluate and respond to any network issue. With initial and annual evaluations, our staff will provide design recommendations, assist with upgrades and ensure new hardware is configured properly. They will also assist with network security and design disaster recovery plans. LAN-Care provides diagnostic and network troubleshooting at multiple levels and at a reduced rate. A guaranteed four-hour phone response time ensures technical support availability.

SERVICE OVERVIEW

INSTALLATION AND CONFIGURATION OF NEW SYSTEMS

SETUP AND CONFIGURATION OF WORKSTATIONS AND PRINTERS

NETWORK OPERATING SYSTEM ASSISTANCE

REMOTE/ON-SITE SUPPORT AS NEEDED

ADVANTAGES OF LAN-CARE SERVICE

GUARANTEED 4-HOUR RESPONSE FROM TECHNICAL SERVICES PERSONNEL

LAN-CARE HOURLY RATE LOCKED AT \$150/HOUR - HOURS NEVER EXPIRE

SYSTEM DESIGN RECOMMENDATIONS

DOCUMENT BACKUP/RESTORE PROCEDURES

KVS TECHNICAL STAFF MAINTAINS CLIENT'S SYSTEM CONFIGURATION

Call 1-800-999-9KVS or email sales@kvsinfo.com for more information on this service.

