

SERVER AND NETWORK SUPPORT

Lucid
Networks

Improve the reliability and performance of your servers and network



To keep your servers and network running smoothly, they need regular maintenance, such as applying manufacturer's software updates to remain secure, and ensuring that basic housekeeping tasks are taken care of, like monitoring disk space and managing user accounts.

With our range of server and network management services, we maintain and pro-actively monitor your servers, to make sure they remain in good working order, and if a fault occurs, we fix it for you at no extra charge, in many cases before you even know the fault exists.

We allow you to focus on your core business, while we take care of day-today management of your IT infrastructure, allowing you to minimise IT support costs and maximise value.

Server Maintenance

Our range of server and network maintenance packages are suitable for businesses of all sizes who have servers running any of:

- Microsoft Windows Server 2003 / 2008
- Debian, RHEL/Centos, Ubuntu, SuSE
- Microsoft Exchange Server 2003 / 2007
- Standard Linux mail servers
- Microsoft SQL Server 2005 / 2008
- PostgreSQL, MySQL

We can also support a wide range of systems and software not listed, including SCO OpenServer, Gentoo and Oracle - please contact us for more details.

We keep your servers in good working order, by handling as much or as little of the day to day management of your servers as you like, including:

- 24x7 monitoring for availability
- Disk space monitoring
- Application of manufacturer's updates
- Backup monitoring

If we observe any problems with your server, we'll respond to the problem, and fix it at no extra cost, including managing other suppliers (such as the manufacturer) to call in onsite warranty repairs, freeing up your time to concentrate on other issues.

All our server maintenance packages run on a one month contract - we're so sure that you'll be happy with the service, we don't tie you into a long contract.



[Bronze Maintenance](#)

[Silver Maintenance](#)

- Manufacturer's critical updates applied regularly for core software listed above
- Unlimited telephone and remote support for issues with core software listed above
- Site visits and faults not covered under the agreement are chargeable at standard rates

- Manufacturer's critical updates applied regularly for core software & operating system
- Unlimited telephone and remote support for core software issues & OS problems
- System monitoring to ensure key services are running.
- Site visits and faults not covered are dealt with at standard rates

[Gold Maintenance](#)

[Platinum Maintenance](#)

- Manufacturer's critical updates applied regularly for core software & operating system
- Unlimited telephone and remote support for core software issues & OS problems
- System monitoring to ensure key services are running.
- Daily backup monitoring and management
- Site visits and faults not covered are dealt with at standard rates
- Out of hours option available

- Manufacturer's critical updates applied regularly for core software & operating system
- Unlimited telephone, remote and onsite support for issues with core software listed above
- System monitoring to ensure key services are running.
- Daily backup monitoring and management
- Regular meetings to help develop IT strategy at no charge.
- Out of hours option available

[Network Management](#)

Our Local Area Network (LAN) Management offers total control over your internal network, identifying and fixing potential problems before your network suffers. We monitor your network switches and routers, and ensure that only authorised devices are connected.

We also monitor network usage so that unexpected traffic caused by malicious software, viruses or other unwanted activity can be detected and stopped quickly and effectively. Viruses and worms (such as the Blaster virus) can generate large amounts of malicious traffic which can cause network congestion and make the network unavailable for legitimate traffic. We can quickly identify the problem computers, and disable their network access to restore service until the virus can be removed.

Our experienced engineers can recommend and install suitable managed network hardware from manufacturers such as Cisco and HP, and provide advice and guidance about network design.



[Why choose Lucid Networks?](#)

We focus on providing great service, both before and after sales, and we make sure all our solutions deliver real business value to our customers. Our senior staff have been in the IT industry for more than a decade, and together, and we have a proven track record of providing sensible, workable solutions to businesses throughout the UK.

"Lucid's support has been fantastic", Jonathon Ellis, Occupancy Marketing, Edinburgh

"Customer service from Lucid Networks is second to none", Ruth Walker, Snood, Huddersfield
