LinchPin

LAN MAINTENANCE AND SUPPORT

You buy insurance for your car and give it regular servicing to keep it running smoothly. Should your LAN be any different?

Your LAN network is the backbone of your business

All your users depend on it, but how much time can you afford to invest in keeping it running? Can you afford unplanned outages and downtime? Let LinchPin help with one of our LAN maintenance packages. From basic hardware maintenance to full operational support, we've got the spare parts, certified experts and 24x7 service desk to ensure that you can stay connected.

What can we provide?

- Cover for all major vendors hardware with nation-wide UK based spare part centres

- 24x7x365 monitoring available for proactive dispatch and early failure warning

- Enhanced support for Cisco, Meraki and Huawei LANs including software patching

Why choose us?

- Lower cost than vendor extended warranties

- Faster service with 3-levels of SLA

- Option of remote-only or on-site support

- UK based service desk with trained engineers to support your tech teams

HELPING YOU MANAGE YOUR TOTAL COST OF OWNERSHIP

	Maintained	Monitored	Supported	Managed
24x7x365 Access to NOC	✓	✓	✓	✓
Incident Management	✓	✓	✓	✓
Multi-vendor UK based spares	✓	✓	✓	✓
Parts delivered to site	✓	✓	✓	✓
On-site Technician Available (SLA dependant)	✓	✓	✓	✓
Per-device coverage scope	✓	✓	✗	✗
Per network segment coverage scope	✓	✓	✓	✓
Essential monitoring	✗	✓	✓	✓
Software version control	✗	✓	✓	✓
Quarterly Health Reports	✗	✓	✓	✓
Configuration Backup	✗	✗	✓	✓
2nd line help-desk support	✗	✗	✓	✓
Vendor / 3rd Party escalation	✗	✗	✓	✓
Critical software patch alerting	✗	✗	✓	✓
Software patching & updates	✗	✗	✓	✓
Configuration restore	✗	✗	✓	✓
Enhanced monitoring	✗	✗	✓	✓
Preventative maintenance	✗	✗	✓	✓
Configuration management	✗	✗	✓	✓
Configuration management	✗	✗	✗	✓
Wireless Optimisation	✗	✗	✗	✓
3rd line engineer support	✗	✗	✗	✓
Capacity Planning	✗	✗	✗	✓
Security Assurance (access control & auditing)	✗	✗	✗	✓

Choose your level of service

Vendor extended warranties are costly, by the time you get the correct support level with the correct SLA, after a few years it can be cheaper to replace your entire network than to continue with support. This is exactly what the vendor wants!

With LAN maintenance and support from LinchPin you can continue to operate your network year-after-year with the comfort of knowing that any equipment failures will be met with a rapid replacement with the same or equivalent component, and as much additional support as you require – all for a reasonable annual cost. Support is available with four levels of service ranging from hardware maintenance only to fully managed, designed to match to the level of internal LAN skills resource you have.

Additionally, the SLA and service level can be different at different sites, ensuring that the service always represents the correct value to your business.

All LinchPin LAN services can also still be combined with different vendor warranty and support offerings allowing you to achieve the perfect blend of cover for the right price.

THE SERVICE YOU WANT WITH THE SLA YOU NEED
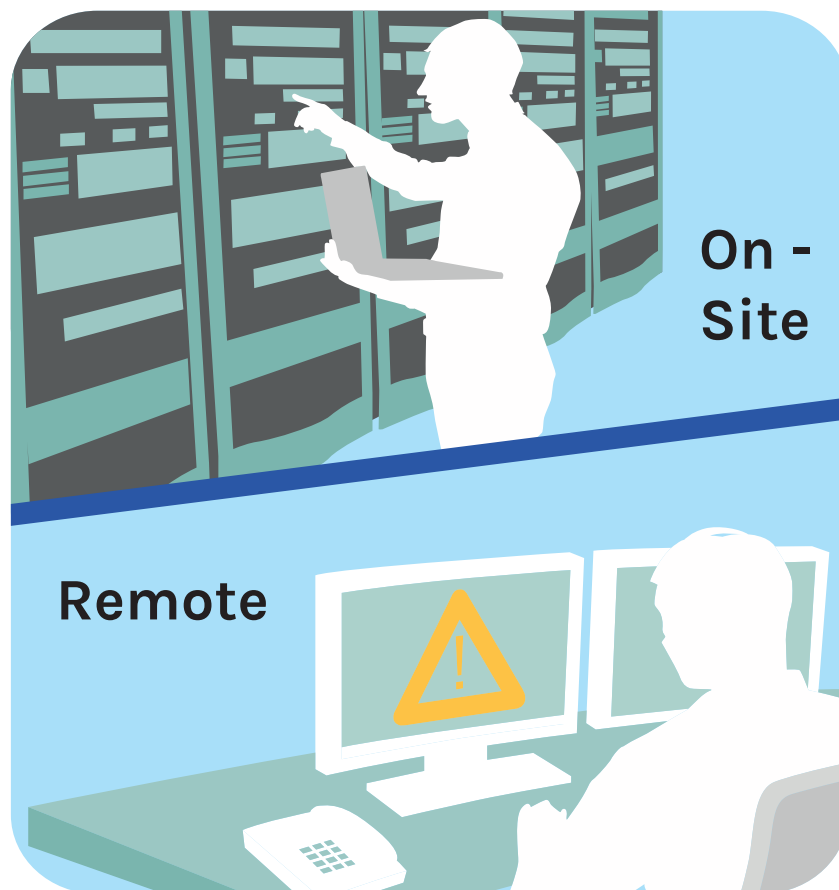
Choose your level of SLA

We recognise that your LAN is super important to your business; but also, that important means something different to every business. That's why we offer 3 levels of SLA, to ensure that you're getting the right cover.

This ultimatley means that you can pick and choose the service that best fits you and your business. If you're business is open 8 hours a day, why pay for a 4 hour SLA? Is your business 24x7 and has crucial reliance on your LAN? We offer a 4 hour fix to get you back up and running ASAP.

For customers who want the ultimate peace of mind LinchPin also offers a fully managed option, where we take charge of the passwords on the devices and ensure every aspect of your network is configured and tuned to maximum security and benefit.

We also offer the same service for your Wireless LAN and your DataCentre, each scope being able to take a different level of service and a different SLA to ensure that your risks are covered while never forcing you to over-buy service. What's more, our Professional Services provide survey, design and installation. See our website for more information.

LinchPin

Changing people's digital experience

LinchPin is a new kind of communication service provider. We understand that communications are as essential to your business today as power, water or gas. We understand that you expect a high-level of service and reliability at a reasonable cost. We understand that connectivity isn't about LAN, WAN, Internet or Voice, it's about connecting your users and devices to the applications and services they need. We understand that security and resiliency aren't afterthoughts, they're part of the network design behind your connectivity.

We build relationships not just networks

We earn the trust of our partners and regulators every day by delivering superior service through superior people and processes. No-matter your need you can trust LinchPin to deliver connectivity you can rely on – we're Connectivity-as-a-Service.

HSCN HEALTH & SOCIAL CARE NETWORK COMPLIANT

PSNGB
The industry association for PSN suppliers

bsi. ISO 9001 Quality Management FS 570315

bsi. ISO 14001:2015 Environmental Management EMS 662850

bsi. ISO/IEC 27001 Information Security Management IS 589785

ARUBA networks SOLUTION PARTNER

Aerohive. Authorized Partner

HUAWEI Enterprise Partner Service

CISCO PARTNER Premier Certified

CISCO Master Managed Services Partner

CISCO Meraki

DEDICATED INTERNET ACCESS

LOCAL AREA NETWORK SERVICES

WIRELESS LOCAL AREA NETWORK SERVICE

WIDE AREA NETWORKS

NETWORK SECURITY