



Solidnet Maintenance for NC Schools

KEY BENEFITS

Network and Security Assessments

Our Solidnet Network Maintenance Service delivers in-depth information not only to determine if a device is operational, but also provides comprehensive performance and utilization data to maintain high levels of user satisfaction.

Problem Remediation

It is our goal with Solidnet to catch problems before they manifest as service issues. Our engineers take ownership of each issue, and work with vendors, manufacturers and service providers until the issue is resolved.

On-Site Network Planning, Design, and Implementation

Expert network and system designers interpret useful trending data gathered from Solidnet to produce reliable technology plans and upgrade maps. In addition, the on-site "Virtual Employee" performs network maintenance tasks and project implementation according to your needs.

People-Security-Performance

The people focus delivers the on-site support needed to perform preventative and administrative maintenance operations. This extra help allows technology departments more time to concentrate on the higher-level technology needs of the school system.

A concentration on network security provides the assurance of a safe and secure learning environment.

Ultimately, Schools will benefit from a well performing network, capable of delivering all of the required applications. People. Security. Performance. That is our business.

Surazal Systems is an e-rate service provider

Technology departments are constantly being asked to do more with less. Solidnet Maintenance for schools is designed to deliver more for less. The increased technology and education integration such as; distance learning, NC Wise, sophisticated software packages and extensive Internet usage has placed a great mandate on our computer networks to become more reliable, capable and secure. Solidnet Maintenance for Schools addresses these requirements.

Solidnet Basic Maintenance - Provides remote and onsite support for network equipment.

- **Maintenance Incidence Processing:** Surazal Systems works with the manufacturers to upgrade, troubleshoot and resolve maintenance issues surrounding any device covered by Solidnet Basic Maintenance.
- **Installation Support:** Surazal provides configuration and integration support for any covered device that is replaced.
- **Device Health Checks:** 24X7 assessments of each device to detect faults and intervene at any sign of poor performance. Trouble tickets are opened with manufacturers and service providers to preemptively resolve problems before failure occurs.
- **Solidnet Customer Portal:** A portal which allows customers to securely view and examine the health of the network from anywhere at anytime utilizing an Internet browser.
- **Onsite Virtual Employee (VE):** An engineer assigned to the school district between 4 to 30 hours per week. The VE will have a specific knowledge of the school's network and system requirements and will report to the local technology staff.
- **Monthly Reports:** Several reports are included such as trouble ticket reports, Installation reports and Network Summary reports.
- **Standard Equipment Maintenance:** Acquire and manage equipment maintenance contracts provided by manufacturers such as Cisco's Smartnet.

Solidnet Secure Maintenance - Provides a safe and secure networking environment.

- **Vulnerability Scanning:** Periodically scan the network for vulnerability and potential security breaches, report findings and discuss and implement recommendations.
- **Intruder Alerts:** Constantly scan network for unauthorized access, lock down and report breaches.
- **Patch Assessment:** Verify that current security patch levels are in place, and if not, recommendations are made for specific patch levels.
- **Security Policies:** Meet with district technology staff to develop and implement security policies for Internet access and other information exchange on the network.

Solidnet Performance Plus - Provides customers with the capability to guarantee that the network is performing at a level that would allow applications to run well. It also provides the ability to correct network issues related to slow performance that can lead to errors and outages.

- **Traffic Analysis:** Understand the type and quantity of traffic flowing through the network and the effect that it has on network performance. Offer the ability to develop traffic policies that protect and prioritize important traffic such as administrative and distance learning traffic versus Internet surfing.
- **Network Design and Growth Management:** Given the information gathered from network systems analysis we are able to design network configurations and recommend upgrades to meet desired goals.

ABOUT SURAZAL SYSTEMS, INC.

Surazal Systems, Inc. is a NC based IT firm established since 1997. Surazal has been providing IT support for North Carolina schools for over 8 years. We are a leading provider of specialized network services including; continuous network and security checks, problem remediation, network planning, and project implementation.

Surazal 's innovative delivery of our exclusive network maintenance services offers worry- free network reliability, and industry best practices through advanced technology and exceptional customer service.

Contact Information

Headquarters
Surazal Systems, Inc.
875 Walnut Street, Suite 310
Cary, NC 27511

Phone: 919-342-6600
Fax: 919-371-0301

SELECT CUSTOMERS LISTING

Caswell County Schools
Halifax County Schools
Dillard Charter School
Johnston County Schools
Provisions Charter School
Perquimans Schools
Pender County Schools
Person County Schools
NC School of Science and Math
Winston Salem State University

PARTNERS



Novell.

FEATURES	Basic Maintenance	Secure Maintenance	Performance Plus
Assessments			
Network Health Watch w/Alerts	●	●	●
Application Health Watch	●	●	●
Proactive Problem Avoidance	●	●	●
Problem Resolution	●	●	●
Virus Protection Scans		●	●
Reporting			
Standard	●	●	●
Resolved Incidents Report	●	●	●
System Summary Report	●	●	●
Network Summary Report	●	●	●
Frame Relay Health Report	●	●	●
Security Scan Results Report		●	●
Patch Summary Report		●	●
Network Administration			
Users/Accounts	●	●	●
Servers	●	●	●
Printers	●	●	●
Groups/Domains	●	●	●
Daily Back-up Confirmation	●	●	●
Management			
Hardware Inventory	●	●	●
Software Inventory	●	●	●
Configuration Management	●	●	●
Security Management		●	●
Warranty & Contract Mgmt.	●	●	●
Semi-Annual System Review	●	●	●
Performance & Design			
Traffic Analysis			●
Protocol Analysis			●
Performance Planning			●
Capacity Planning			●
Trend Analysis			●
Growth Management			●
Network Design			●
Implementation			
Asset Acquisition	●	●	●
Project Management	●	●	●
Computer/Network Installation	●	●	●
Consultation			
Projects not covered	●	●	●
Weekly Onsite Engineering Hours	4-30 Hrs	4-30 Hrs	4-30 Hrs



Your success is our future

