

# LANsultants Times

Your Official Source for LANsultants News

1528 Walnut St, Suite 1610, Philadelphia, PA 19102

Vol 6 No. 12

December 2004

## CHANGES FOR 2005

We...

**Will not be changing our billing rates.** Although our costs have increased, we have offset these costs by deploying new technology to increase our productivity.

**Will be moving from fixing systems after they break to preventive maintenance and managed services.** This will be partially implemented by scheduled maintenance visits to clients, but mostly through the utilization of N-able's N-central technology which will allow us to monitor our clients' systems in real time. We will be alerted when performance and system factors exceed preset threshold values, allowing us to respond to such issues as low disk space, high CPU utilization, and Internet service outages before an issue impacts your operation.

**Will be providing more training services.** Few purchasers take full advantage of their expensive computer systems. Leverage your investment by improving your staff's productivity with computer training.

**Will be continuing to provide the most appropriate technology and not what is merely popular.** Although Microsoft 2003 Small Business Server on Dell PowerEdge Servers is our most common platform, we will continue to offer Novell solutions as well as rack mounted servers, Linux-based systems using Nitix, and, for firms with unusually large data storage needs, hard drive disk arrays from EMC.

**Will be continuing to improve the reliability of the equipment we provide.** We constantly monitor both our own equipment service histories and industry alerts to make sure we provide only the most reliable, competitively priced equipment. We've realized a significant decrease in RMAs (Return Merchandise Authorizations) since moving to Dell workstations in September 2002 and ViewSonic conventional monitors in January of 2004.

## CHRISTMAS HOLIDAY SCHEDULE

LANsultants is officially scheduled to be closed on Friday, December 24<sup>th</sup> in celebration of Christmas. However, if any of our clients plan on being open that day, please email [shirlean@lansultants.com](mailto:shirlean@lansultants.com) by Friday, December 17<sup>th</sup> so that we can schedule the necessary support staff.

## NEW YEARS HOLIDAY SCHEDULE

LANsultants is officially scheduled to be closed on Friday, December 31<sup>st</sup> in celebration of the New Year. If any of our clients plan on being open that day, please email [shirlean@lansultants.com](mailto:shirlean@lansultants.com) by Friday, December 17<sup>th</sup> so that we can schedule the necessary support staff.

## HOLIDAYS GREETINGS

*We wish everyone a happy holiday season! It seems like only yesterday that I was writing 2003's year-end personal message to our clients. LANsultants has continued to grow and prosper in 2004, which would not have been possible without our loyal client base. I'd like to take this time to say "thank you" to all our clients, both large and small, those of you who have been our clients for 14 years and those who've only recently discovered us, for making our success possible. We've enjoyed working with your firm this past year and look forward to working with you in 2005. Happy Hannukah, Merry Christmas and best wishes for the New Year.*

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