



BC NETWORKS™

Infrastructure Services

We make IT work



Infrastructure Services for Small Business

If you're looking for a more effective way to manage your organization's system up-time, IT resources, services and budget, BC Networks' is ready to deliver.

Small to Medium sized Enterprises (SME) require a solid IT infrastructure (servers, desktops and networked systems) as a foundation to operate their businesses. The capabilities and stability of this infrastructure are critical, and breakdowns can be a significant disruption to daily business operations.

Therefore, SME's require access to experts to integrated IT systems, to assess, design, deploy, and support them. Although SME's simply cannot justify the costs of having experts on staff for each specific IT infrastructure domain.

Your time is precious. You have more important issues to deal with than your computer network. It is, however, a critical enabler to your business and in need of attention to ensure it's running predictably, optimally and securely. Our fully managed program is the ideal solution for an organization like yours, an organization that demands the utmost in network reliability and quality service.

BC Networks offers IT Infrastructure Services which are specifically designed to address this dilemma.

Our IT Infrastructure Services complement your internal IT staff to create a cost-effective structure for a complete and reliable solution.

Maintaining and supporting your Networked Infrastructure involves a variety of complex on-time and recurring specialized tasks. Internal IT resources may lack the capacity or specific technical expertise to fulfill these tasks.

Often SMEs cannot justify the costs of adding additional headcount. BC Networks Infrastructure Services are intended to address these specialized tasks in a cost-effective and flexible way.

Do these issues plague your business?

- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!

Assessment Services

BC Networks Infrastructure Assessment provides SMEs with a detailed review of their existing infrastructure to surface any potential gaps in capabilities and reliability. The assessment focuses on the network, servers, desktop systems, and IT procedures. The deliverable is a detailed report that documents the infrastructure and includes a detailed plan which outlines recommendations, rationale and corrective actions.

Infrastructure Project Services

BC Networks Infrastructure Projects are designed to provide SMEs with short-term access to specialized expertise to roll out new capabilities. These projects are managed and performed by experts who specialize in networks, servers, storage, desktop systems. Each project includes a project plan and budget, allowing you to control when and where your IT dollars are being spent. Here are some examples:

- **Microsoft Solutions**
- **Remote Access & SSL VPN**
- **Systems design and deployment**
- **Systems management Tools**
- **High Availability Planning**
- **Data center Design & selection**
- **Redundant Internet Connectivity**
- **Hosting partner selection**
- **Disaster Recovery Planning**
- **Network Security**
- **Thin client Systems**

Microsoft Solutions

BC Networks is a Microsoft Certified Partner and utilizes a six stage systematic approach to delivering Microsoft Solutions. Through an Infrastructure Assessment BC Networks will identify document the clients objectives and desired requirements, then will proceed to develop a design to meet or exceed each requirement. An online implementation plan will be provided to guide the implementation process. During this process the infrastructure will be optimized for ideal performance. Once the implementation and optimization is complete, your staff will receive administrative training, and an optional Managed Services agreement to operate and maintain this infrastructure.

BC Networks commonly applies this strategy to the following Microsoft Technologies:

Windows Server 2008/R2

- Directory Services
- Group Policies

Exchange Server 2010

- Messaging & Collaboration
- Wireless Integration



Office 2007/2010

- Deployment Planning, Training
- Upgrade Migration

SharePoint Portal Server

- Intranet Portal
- Document Management

Advantages

- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.
- **Increased productivity:** Continuous insight into your network lets us reduce the business impact of IT failure by shortening the time from network failure to issue resolution.
- **Reduced business impact from IT failures:** Combining preventative maintenance and remote monitoring means we minimize failures that could impact your business.
- **Total IT support and management** for a fixed monthly price – it's that simple. We provide all of the benefits of an internal MIS department for a fraction of the price of staffing one yourself.
- **We reduce the business impact of IT failures** by minimizing their occurrence, and any unforeseen issues are dealt with as a top priority.
- **All aspects of your network are covered:** We provide Managed IT Support Services that includes: Security, networking, data protection, email, applications, hardware and user support - we handle it all for a single, predictable price.