

## CELEBRATING TWENTY YEARS OF PROVIDING

Comprehensive computer system support for the greater Philadelphia metropolitan. We specialize in law office support and service.

### FOCUS ON SERVICE

We have no marketing staff. We believe that if we take good care of our clients we will not have to worry about finding new ones. Almost all of our new clients come from referrals. Our client turnover rate is less than 3% per year.

### WORKING TOGETHER

If you are looking for a strategic partner to provide cost effective technology solutions to business problems in addition to outstanding system service then we are an ideal match. Most of our clients find that we can provide superior service at reduced costs to an internal IT department.

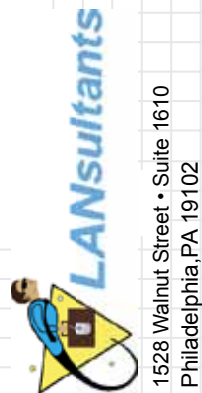
### FULL SPECTRUM COMPUTER SERVICE

We have earned a reputation for reliability and integrity by establishing loyal partnerships with successful businesses, providing:

- ✓ pre-procurement consulting
- ✓ purchasing
- ✓ installation
- ✓ configuration
- ✓ training
- ✓ maintenance
- ✓ administration
- ✓ service

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Come by and visit anytime



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# INFORMATION MANAGEMENT SOLUTIONS

TO THE PHILADELPHIA LEGAL COMMUNITY SINCE 1993





## FACILITIES MANAGEMENT

### SOLUTIONS WHEN YOU NEED THEM

#### MAXIMIZE YOUR BUDGET AND INCREASE YOUR EFFICIENCY

Imagine how well your computer system would run if you had an IT support staff of 18 consultants, technicians, engineers and administrators; a staff with centuries of combined experience managing 100+ networks and thousands of users. Imagine you only had to pay for this remarkable resource on an "as needed" basis - what we're describing is LANsultants' facilities management services, now combine that with automated remote system monitoring.

Shift the burden of managing your computer system to LANsultants. We can coordinate all hardware and software procurement, installation, system preventive maintenance and documentation. We can assure that all components are compatible and configured to maximize reliability, performance and the productivity of your staff. We maintain an extensive spare parts inventory including ready-for-use servers at both our Center City and Cherry Hill offices.

### CERTIFIED PROVIDER

#### DELL AND HP SOLUTION PROVIDERS

We are authorized to service servers, PC's, and notebooks we procure for our clients. This allows us to provide personalized service utilizing Dell and HP's extensive inventory and support staff.



### ANTICIPATING YOUR NEEDS

#### 24 X 7 BUSINESS CRITICAL COMPUTER MONITORING

A key part of our service model is our Digital WatchTower program which provides 24x7 monitoring of your computer system. Digital Watchtower alerts us not only for system outages, but also for the need to schedule proactive main-

tenance. Digital Watchtower allows us to combine the best attributes of Break & Fix and inflexible Scheduled Preventive Maintenance service models maximizing system uptime and performance while minimizing costs.

### COVERING ALL THE BASES

#### FULL SCALE COVERAGE ON DEMAND

LANsultants has the expertise, skills, depth of staff, and logistical capabilities to be your IT department. Can your current vendor say the same?

- ✓ Rapid Response Time
- ✓ 15 Technical Support Staff
- ✓ Microsoft Certified Technicians
- ✓ Dell Solution Provider
- ✓ Corel WP Legal Partner
- ✓ 24x7 Network Monitoring
- ✓ TimeMatters Certified\*
- ✓ Comcast Partner
- ✓ TimeSlips Certified\*
- ✓ QuickBooks Certified\*
- ✓ Online Help Desk
- ✓ Symantec/Trend Micro Partner
- ✓ Twenty Year Business History
- ✓ Voice & Data Wiring\*
- ✓ TABs/PracticeMaster Certified\*
- ✓ Laser Printer service & repair
- ✓ Sonicwall Firewall Certified
- ✓ WorldDox Certified\*
- ✓ MS-SharePoint Certified\*

\* Through partnering consultants, the best of the rest, most of whom we have worked with for 10+ years.



## EASILY ACCESSIBLE

### PLACING A SERVICE CALL

Our preferred method of requesting service is via the Internet through our on-line Help Desk program. Service calls can also be placed by telephone, e-mail or fax. Our system keeps a history of all

service calls and is accessible from any web enabled PC. LANsultants regular business hours are 8-6 pm M-Th and 8-5:30pm on Friday. A tech is on call weekends 9am to 5pm.

### PROMPT PAY DISCOUNT.

Our 2015 billing rates are \$105 = Technicians, \$175 = Network Consultants, and \$220 = Senior Consultants. Rates are before our 5% Prompt Pay Discount program incentive. Pay an invoice within 30 days of the

due date and receive a credit for 5% off all labor charges applied to your next invoice. We never charge travel time, over-time or weekend premiums. We bill incrementally in hundredths of hours with a 15 min. minimum.



## LEADERSHIP

### SERVING THE COMMUNITY SINCE 1990

John Miller is a graduate of Columbia University's School of Engineering where he earned a B.S. in Mining Engineering with a concentration in mineral economics and computer modeling. After introducing personal computers at various engineering offices John realized his true vocation was in the computer field which led him to founding Center City ComputerConsultants in 1990 which grew into LANsultants, Inc. in 1993. Mr. Miller has published numerous articles regarding law office automation and has been recognized as a computer system expert by various courts.

