



Access

**LAN Services**

**MWEB Business's LAN Services division provides what every networked customer needs: integrated installation and support from a single service provider, with just one phone call.**

### **Network Outsource**

MWEB's placement of highly skilled on-site engineers ensures that IT functions are no longer a liability to the customer. Our qualified engineers fulfil all IT duties, including Server administration and network configurations. 24 x 7 support ensures that customers have access to technical assistance to ensure minimal operational downtime. MWEB ensures that updated product training is attended regularly in order to enhance infrastructures and advise customers of new IT developments and more cost effective solutions.

### **Maintenance**

Most networking equipment, computer components and Peripherals installed are covered by a limited manufacturer's warranty. In most cases these warranties are carry-in and inconvenience the user with operational downtime. These warranties also exclude lightning and power surges. This poses additional problems, as the distributor is not compelled to carry stock for each and every customer's needs, causing operational delays for up to 6 weeks.

MWEB offers a dynamic SLA (Service Level Agreement) to cater for every customer's requirements. These SLA's will ensure that faulty equipment, will be replaced within the specified resolution time. MWEB will recommend the MTBF (Mean Time Before Failure) on the specified equipment to prevent unnecessary premiums.

### **Technical Resources**

MWEB's technical department ensures that all equipment has been pre-configured and tested before installations. Many computer and solution resellers utilise MWEB's technical expertise to assist with major network installation. These skills have been key to the successful implementation of networks in most African countries.

### **Project Management**

Our project management services span the full range of mission-critical implementation, from staging and integrating through to testing, documenting and delivery. MWEB's project management skills have seen us handling the rollout of some of South Africa's largest IT projects, including the implementation of the largest Freight ASP's network, comprising of integrated SNA and IP services.

### **Network and Computer Product Support**

MWEB's Technical expertise ensures that all products and services are of the highest international standards. MWEB's support team are regularly required to attend product training to maintain the highest level of service excellence experienced by our customers.

### **Hardware**

MWEB Business offers a comprehensive range of computer and networking hardware to ensure that your IT infrastructure is designed, implemented and supported seamlessly, by a single supplier.

Whether you are expanding an existing business network or building a new one, MWEB Business's stock of desktop and server-based hardware and accessories caters for every aspect of your network equipment requirements.



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This includes a wide range of servers and personal computing devices such as PCs, notebooks, hand-held and thin client devices. Selected mobile and IP phones enable you to link your employees directly to the Internet, while a variety of PBXs give you the ability to better manage your office communication needs.

Available routers include ADSL, 3G, leased lines, wireless and iBurst products, while a broad range of switches enables you to choose from products that provide both scalability and support for Power over Ethernet (PoE).

MWEB Business assists with all network, telephony and combination cabling requirements to help you connect all the devices and users in your network efficiently and effectively. We also provide Uninterruptible Power Supply (UPS) to provide back-up when utility power is not available, and to regulate power supply to your network equipment.

The extensive experience and accreditations of MWEB Business's networking team, coupled with the ability to provide a comprehensive range of hardware solutions, means that all your networking requirements can be met under one roof. This mitigates the risk associated with using multiple contractors, and ensures that your network management and supply is integrated and effective.

### Software

As a Microsoft Gold Certified Partner, MWEB Business provides customers with access to a full range of business software applications and operating systems that are upgradeable, properly licensed and properly supported.

Available software includes the full range of Microsoft product suites, from operating systems and applications through to server and desktop software. MWEB Business will also advise on and supply appropriate licensing models that ensures your software remain legal and can be easily and affordably upgraded and extended as your business grows.

Additional software includes MWEB Business's Total Protection from McAfee, to protect your systems against malicious software and hackers, as well as Citrix centralised computing, IP phone software, and selected products from both Trend and Symantec.