



CONNECT NORTHWEST IT SUPPORT

WWW.CNW.COM/IT-SUPPORT

OUTSOURCED IT SUPPORT

Connect NorthWest provides a full suite of consulting and IT support services. Our expert technical staff provide IT and helpdesk support for small and medium businesses 24-hours a day. Outsourcing your IT services allows you to focus on your products and customers, without having to worry about maintaining an in-house IT staff.

We will dispatch our knowledgeable and friendly staff to your office, or we can troubleshoot remotely from our Network Operations Center. We also provide ongoing server monitoring and administration, hardware repair and upgrades, security audits, as well as general software and hardware recommendations. Connect NorthWest's Help Desk services provide you with access to our highly knowledgeable and qualified IT professionals for a low monthly or hourly rate. Our consultants are trained, certified, and experienced to provide IT support across any platform: from Microsoft Windows, Unix/Linux/BSD and OSX, to Cisco and HP network devices.

Help desk services are available in monthly packages starting at \$350 per month. Additional support is billed at our current hourly rate. Larger packages with as much as 30 hours per month of support are also available. Please contact us for additional pricing details.



NETWORK CONSULTING

Network Design and Installation

Whether you have an existing network you need to upgrade or need a network designed and installed from scratch, Connect NorthWest's highly-trained network professionals provide a total network design and installation package for a low set price. Project management and cable plant design installation are also available through our Custom Construction group. Network design and installation projects are provided under a project proposal with a defined scope of work, and a set price so you know exactly what the costs will be.



Network Troubleshooting

From ongoing issues to an emergency network outages, Connect NorthWest's highly-qualified network professionals provide 24-hour support to resolve your network problems restore your systems. For ongoing issues, Connect NorthWest can also setup extended monitoring of any network device, server or application to determine the root cause of your problems and resolve it indefinitely.



Cisco Consulting

Connect NorthWest's experienced network professionals provide consulting and solutions for your Cisco networks, from implementing new hardware, to reconfiguring existing hardware platforms.



**CONNECT
NORTHWEST**

Contact us for more information, or to order:

1-888-583-3171 sales@cnw.com www.cnw.com



CUSTOM CONSTRUCTION

Design and Build

Connect NorthWest is the place to fulfill the IT needs of new, moving, or expanding business. Our experienced engineers and technicians work with your business model to craft a design strategy to suit your needs. Next, we will help you purchase or lease the necessary equipment through our software and hardware partner companies. Finally, our technicians assemble your network on-site, and assure that your network is operating as needed. Connect NorthWest has provided services to companies throughout the Puget Sound area, from the installation of work station cabling, or server room design and installation, to new facility construction.

We are licensed as a State of Washington Specialty Electrical Contractor for Telecom, and maintain a staff of licensed Telecom Administrators to support all of our standards-based installations. We also maintain an electrical contractor on staff to support hand-in-hand installation of low voltage and normal power.

IT Server Room Support

We work with your staff to design a server room to accommodate your needs. We provide installation of hardware, including:

- Overhead ladder racking
- 4 post server racks with vertical cable managers and seismic mounts
- Work with your contractors to identify HVAC and power needs
- Provide support staff through specialty contractors to provide a turn key support to your project
- Develop or support your server room connectivity to LEC and IXC carriers with establishing dmarc locations or providing connectivity to the established dmarc or MPOP

Office Infrastructure and Station Wiring

Connect NorthWest can design a network connecting your office hardware to the LAN, which includes maintaining the existing legacy infrastructure. We provide:

- Single cable pulls
- Full office remodels and new construction support
- Campus support of fiber connectivity between buildings for your private networks
- Fiber to the desktop as required for special applications of both single and multi-mode fiber



Security Access

With the new requirements for 21st century security, Connect NorthWest has credentials issued by the TSA office with TWIC cards to support sensitive government projects, private shipping terminal projects, as well as access to support projects on military bases.