

luconsult
team

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Who we are

Luconsult Team is an ISO 9001 certified company specializing in providing a full range of IT services: management of computers and office equipment, servers management, IT consultancy, networking infrastructure management.

Luconsult Team has come already the natural process of evolution, and today is a mature team of professionals able to provide accurate technical solutions and in time the most demanding, challenging and pressing problems inherent in a complex informatic system.

What we do:

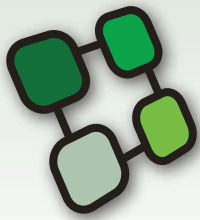
A computer system, regardless of his complexity degree, it is useful, reliable and secure only if benefits of the suite of IT services, required and provided with competence: managing computers, servers and networking infrastructure, assistance of a provider of health supplies for printing equipment, assistance of a service provider to promote by WebDesign in a modern way your company, a provider for supplying IT equipments, etc..

From this set of services Luconsult Team has taken the most important one, the IT management meaning:

1 computer desktop maintenance:

To manage desktop computers Luconsult Team is prepared to offer a comprehensive assistance that can be structure in two categories: software management and hardware management.

- a **Software management**
management includes a wide range of operations, starting with the routine one: installation, configuration and maintenance of the operating system, various applications, peripheral devices of any kind, backup your data stored in desktop computers where appropriate etc., and ending with the removal of software disfunctionality, that require us full competence: restore the operating system, applications and data stored on the computers affected by various accidental causes (unpredictable hardware error, power failures, etc.).
- b **Hardware management**
management in particular aims to eliminate the causes that lead to degradation of computer performance or even destroy the components that are included in the structure of desktop computers.



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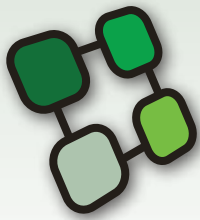
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2 servers administration:

Luconsult Team has specialized in the management of server equipments based on Linux and Windows platforms, always confirming the expectations of the companies from our portfolio .

Suite of services that may be offered by the server equipment is very extensive and therefore we mention only the most common:

- **NETWORK SERVER** - provides the access to the Internet for each network computer
- **FIREWALL** - provides the network protection against any attacks that may come from the Internet
- **ACTIVE DIRECTORY / DOMAIN CONTROLLER** - provides centralized access to a set of network resources (applications, printers, etc.). And also are created and assigned rights and permissions for users
- **PROXY SERVER** - forwards the web requests of a workstation, providing traffic security, administrative control and cache service
- **REMOTE ACCESS**
- **FILE SERVER** - is known for its safe and easy way to use it. We recommend it for the administration of the documents throughout the network
- **BACKUP FILE SERVER** - make a backup copy of the important documents
- **MAIL si WEBMAIL SERVER** - ensure corporate type mail addresses (nume@firma.ro) for all employees of the company. The mail server can be set, optional, so you can accessed from anywhere in the world, through a Web-type applications named WebMail.
- **SPAM ASSASIN** - a special application for substantial reduction in the number of unwanted messages
- **MAIL BACKUP** - ensure a permanent copy of all messages received on the mail server
- **WEB SERVER** - hosts the company site. The site is protected through the firewall against the outside attacks.
- **VPN (Virtual Private Network)** - for remote access to network resources in a secure environment.
- **DNS** - name server that provides the recognition of the company domain (or domains if necessary) through the Internet
- **DHCP** - facilitates the functioning of the computers in the network, by the dynamic allocation of the configuring elements through the network (IP address, DNS server, gateway etc.)
- **FTP** - provides the Internet quick transfer service of large quantities of data.



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3 other services

a networking management infrastructure:

Administration of the networking infrastructure aims mainly to ensure a smooth communication without errors, between the equipments that are physical interconnected.

The series of the necessary operations start with a simply monitoring of the progress of aging of the mechanical elements of the network (cable, connect staff, etc.) and ending with the detection, configuration and replacement of moraly used or defective ecquipements : modem links, switches or simple management routers, etc.

b IT consultancy:

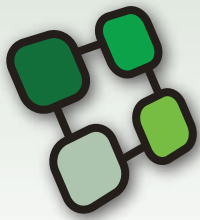
The maintenance and technical contract also includes free of charge technical consultancy services in order to develop and optimize the company's IT services:

- Acquiring new equipment
- Extending and optimizing the network, using the structural cabling standards
- Adaptation of the computer system to time requirements
- Legally acquiring and using the software products you require

How we do it

The collaboration we propose is in the contract management technology, this solution is providing multiple benefits: the standing contact with your computer system, predictability of costs (fixed monthly fee), rapid intervention in emergency cases, (between 2 (two) and 4 (four) hours from de moment of problems' notification), unlimited number of interventions, a monthly revision, unlimited agreed period without implying any cancellation value/fee, you can always know the numbers of interventions and the problems that we solved by reading our logs.

The philosophy of our work, that we thought from the very beginning, to prevent problems, always proved to be the correct approach to what IT management means. Therefore, starting a new collaboration involves an initial process of taking a system that aims to bring the parameters required for the functionality of the equipment, secure data and network security solutions.



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The fee

Prices do not include VAT and are billed to the BNR (+ / - 0%) of the billing date established by contract

1 Computers office administration fees:

It's a complete software and hardware service management for the desktop computers and are rated such as .

1-4 stations	60 Euro / network
5-10 stations	14 Euro / computer
11-20 stations	13 Euro / computer
> 20 stations	12 Euro / computer

* Software administration for peripheral equipment is for free.

2 Server administration fees:

By concluding a contract for maintenance, the monthly fee is **30 Euro / service** and installation and configuration are included in this fee.

The email and file server services are priced separately depending on the number of users, as follows:

1-10 users	30 Euro
11-20 users	45 Euro
> 20 users	60 Euro

3 Networking management infrastructure fees:

Are rated to **1.5 Euro monthly / computer**.

Companies with IT systems that contain until 10 computers have this service for free .

4 IT Consulting fees:

Is free of any charge, it doesn't matter the scale of the informatc system you own.