MLAN Consulting - Website Copy

HOME PAGE

Built on Experience. Run with Expertise. Managed 24/7.
MLAN Consulting – The IT Utility Company

At MLAN Consulting, we think your internet should be as easy to use as the water and power in your office. When you turn on the faucet, water flows. When you plug into an MLAN network, data flows.

Keeping you connected is our top priority. Whether you are a small business or a corporation with multiple locations, MLAN Consulting has the experience and knowledge necessary to fully equip you for the demands of modern connectivity.

Our wide range of services are developed on consistently stable networks, and are researched and updated by a devoted staff. From email, mobile devices, and personalized operating systems, to the secure transferring of confidential information, we can formulate an affordable and personalized solution for you.

MLAN operates from the mindset that your IT systems should be working properly and without issues. A high level of customer service, combined with our long experience and success with proven methods, give us the confidence to call ourselves "The IT Utility Company".

Our clients enjoy peace of mind knowing that many of the problems we encounter can be resolved remotely, easily, and often within minutes. For those urgent issues that require more attention, our field technicians repair the worst onsite failures in person.

Specialized equipment, innovative design, and outstanding service make us the most reliable source for your IT systems, and the most intelligent source for your internet and data. We can provide you with a complete appraisal of your systems to ensure that you're getting the full support you require.

When choosing your support provider, you need one that can do it all, and do it well. MLAN Consulting has over twenty years of experience and service across San Diego. We are deeply knowledgeable of all the systems that we deploy and have the experience and staff to maintain all of it. Our goal is to have your systems operating at the highest level of performance and at the lowest cost to your bottom line.

Visit our testimonials page to see what our clients have to say…

SERVICES: Wireless
           IT Support
           Server Management

SERVICES (overview)

Superior Wireless Network Installation & Support Services

MLAN Consulting offers a complete range of customized, turn-key wireless solutions for businesses of all sizes. From consultation to equipment, installation to support, and monitoring to maintenance, our experienced team properly and fully integrates all the necessary components into a seamless and consistent Wi-Fi experience.

Whether you're in an office, a warehouse or a newly converted industrial space, you need a strong Wi-Fi system that you, your employees and customers can depend on. No matter the space or situation, we possess the flexibility and experience to custom configure any environment and overcome whatever unique physical challenges may be inherent in your space.

Our talented team of engineers will provide your business with the immediate technical insight, support and equipment needed to resolve any wireless issue. Working with MLAN means your business will be more secure, more efficient and more profitable.

Let us show you how.

WIRELESS

Connecting your business through innovative and seamless wireless networks

At MLAN, our goal is very simple: to help you define and achieve your company's wireless goals. From the beginning of our partnership, our team will work with you to define and actualize a custom wireless strategy that works for you, and we will guide you through the technical approaches necessary to meet your current and future connectivity needs.

Behind every one of our world-class systems is a network of intense encryption and access control. MLAN has simplified this process with automated self-healing remediation strategies to ensure that your users are consistently online and supported.

Whether you offer free network to all customers, employee and guest user Wi-Fi Hotspots, selective access to customers, or prepay and 'pay as you go' subscriptions - MLAN has a support service that is flexible, personalized to your business - all at a balanced cost.

The MLAN Consulting Wireless/Wi-Fi Technical Support Call Center provides 24/7 professional, over the phone, technical support for your guests/customers/clients and your designated employees. Using your own toll free 800 number provided by MLAN, calls are answered by a live, trained technician who is committed to solving end user problems. MLAN also provides troubleshooting to resolve problems reported by users, and those issues are escalated according to standards and policies defined by you.

IT SUPPORT

Advanced IT solutions for complex business needs

Today, successful businesses need speedy, secure and dependable technology to keep their competitive edge.

Implementing, managing and protecting those technologies can be a daunting task. As a business owner, you probably don't have time to focus on the complexities of IT, which is why you need MLAN Consulting as your IT support partner.

MLAN makes sure that your systems have enough available memory, your processors aren't being over-utilized, and that all resources are operating at effective levels. We have a support service that is flexible and personalized to your business, and all at a balanced cost.

Our all-inclusive Managed IT Service Plans are designed to help you save money, increase productivity and mitigate risks. We proactively monitor your IT infrastructure, make sure your systems and data are secure, and recommend the best solutions to help you achieve your long-term business goals.

MLAN Consulting provides 24/7 professional technical support. If an issue arises and you contact us, a ticket is instantly made and sent to our entire crew, and you get a call back immediately from the tech nearest you.

SERVER MANAGEMENT

MLAN will manage, monitor and maintain your network to keep it healthy and secure

Of all the problems a business can face, few are as catastrophic as data loss or a sudden IT disaster. There are lot of villains out there that threaten your systems - hackers, viruses, power failures, natural disasters, and simple human errors can all cause a loss of data and a shutdown of essential server or IT systems.

MLAN can help give you peace of mind so that you won't have to worry about all the "What Ifs" surrounding your business data and server systems. We provide small and midsized businesses with managed backup & disaster recovery solutions, ensuring your data and server systems are safe.

Preventative Maintenance

We focus on preventing system failures before they occur. Failure of a network, or its components, results in the failure of communication between customers and employees which may ultimately result in a substantial loss of revenue and productivity. Our proactive approach to network management keeps your company up to date with the latest technology and updates, and preventing unnecessary network downtime.

Monitoring your network

By applying technology within your information systems, we are able to construct an enterprise view of all the resources and tasks associated with the relevant components of your business network. Your company resources and tasks are monitored 24 hours a day, 7 days a week, 365 days a year by our network management specialists. We offer remote problem management to guarantee flawless network operation, keeping your network running smoothly at all times.

Managed IT & Cybersecurity

MLAN's Managed IT Service monitors your IT infrastructure for security, makes sure you have the latest updates, endpoint protection, encryption software and safeguards that protect your assets from denial of service, malware and phishing attacks. We assess your level of cyber risk and recommend proven strategies and technologies to ensure the privacy, integrity and availability of your data.

Managed Backup & Disaster Recovery Solutions

If your system fails, can you recover in minutes? MLAN can provide your business with a strategic IT management and IT continuity plan that is tailored to you.

We offer numerous options to provide you with backup and disaster recovery solutions you can depend on, including: disaster recovery planning, backup media testing, hot-

site planning, enterprise backup services, centralized off-site backup, tertiary backup replication and mobile backup solutions.

Server and application failures don't have to be the end of the world for your business, and thanks to backup and management solutions from MLAN Consulting, they won't be.

OVERLAY: RAPID RESPONSE / EMERGENCY SERVICES

If you are currently experiencing a technology, infrastructure or operations interruption of service, and are not sure of the source or severity of the problem, we are standing by to assist you.

Contact us

At MLAN, our mission is to protect your data and to ensure the safety and welfare of your business. Let us expedite our rapid response and emergency management protocols for your essential server or IT systems and business data.

BLURB BOXES

HOME PAGE (blurb box)

Server Management: We take care of the "what ifs" surrounding your data and server systems.

SERVICES (icon blurbs)

Preventative Maintenance: Preventing system failures before they occur.

Network Monitoring: Monitored 24/7/365 by our network specialists.

Managed IT: Using the latest security & best practices for your assets.

Cyber Security: Proven strategies that ensure the integrity & privacy of your data.

ENTERPRISE SERVICES (icon blurbs)

Enterprise Network Design Services: Behind every world-class system is a comprehensive design.

Basic Network Device Technical Support: Fast and dependable support for your organization when you need it most.

Advanced Network Device Technical Support: Full-service, on-site remote support & service.

Systems Monitoring Service: We manage, monitor & maintain your systems 24/7/365.

Network Device Security Patch: Implement & design the latest security updates.

Perimeter Security & Vulnerability Assessment Services: Safeguards your assets from all hacks & attacks.

Configuration Security Review
Services:

Industry Best Practices Implemented.

Network Device Configuration
Backup Services:

Security focused, complete & safe data
backup services.

24hr Emergency On-Site / Remote
Response Services:

Our team of experts will evaluate and
eliminate the source of any emergency.

Network Device Warranty
Management Services:

Ensures expected device lifespan.

Advanced Hardware Replacement
& Procurement Services:

Emergency replacement & acquisition
services provisioning.

NBD Equipment Replacement Warranty:

Next business day equipment
replacment when you need it most.

CONSULTING & MANAGED SERVICES (icon blurbs)

Managed Antivirus &
Anti-Spyware Services:

Ensures protection against the threat
of viruses, spam and malware attacks.

Managed Desktop Services:

Proven management strategies to help
successfully navigate desktop transitions.

Managed Exchange / On-Premises
& Hosted:

Help growing businesses scale
their increasing amount of data.

Managed Network Services:

Takes the burden off your team so they can
focus on growing your business.

Managed Secure Database Environments:	Securing your database to satisfy most regulatory or security requirements.
Managed Web Server / Managed Web Services:	Optimizes your infrastructure for adaptability, flexibility, and productive potential.
Managed Web Filtering / Web Hosting:	Protects your networks from internet threats while blocking users from accessing inappropriate website content.
Managed Server Services:	Monitor, manage and repair your servers so your data center stays healthy.
IT Management / IT Production Services:	We make your information systems operate efficiently to help your people work better.
IT Support Call Center / Service Desk:	Our live agents can diagnose problems and put your callers at ease.
Desktop Integration / Desktop Migration:	Allows for files to be opened and edited in their native application on your PC or Mac.
Regulatory & Policy Compliance:	Comply with government regulations, or else.
Remote Access Solutions:	Remote work / working from home / telecommuting helps companies cut overhead costs.
Web Conferencing:	Real-time sharing of computer screens, individual applications or web-based content.
Server Consolidation / Virtualization / Collocation:	Increase existing hardware utilization while reducing energy consumption by decreasing the number of servers in your data center.

Unified Messaging:	Putting voice and text messages in a single mailbox that a user can access either my email or telephone.
Road Warrior VOIP Telephony Solutions:	Professionals on the road need an economical, convenient way to stay in touch while they are out of the office.
Voice Over IP PBX / Hosted & On-Premise:	Your phone - either connected through the internet to a provider at an off-site "cloud" data center, or kept on-site in your server closet.
Managed Anti-Spam / Message Encryption:	An affordable and highly effective business grade hosted email filtering and security solution.
Message Filtering Services:	Eliminates mountains of unwanted email spam and protects entire networks from malware and other dangers.
CRM Integration:	Customer Relationship Management (CRM) software manages your customers, contacts, leads and opportunities.

FAQs / KNOWLEDGEBASE

What does MLAN do?

Management, typically by an outside third-party, of an organization's services and equipment related to computers, networks, or software, is also known as Outsourced Information Technology (IT).

True Managed Service Providers like MLAN are 100% responsible for the safety, security, and reliability of your IT infrastructure and work on a fixed-fee basis. This changes the incentive from *"finding problems"* to *"preventing problems".* Big difference.

This fixed-fee business model also keeps a client's IT budget predictable, resulting in *no ugly surprises* from a billing standpoint. Billing consistency is the result.

Trust increases substantially since MLAN now has assumed a shared risk with the client, enabling what can truly be called a *"partnership".* As our client, you can rest assured that any decision we make or advice we give is in *both* of our best interests because if something goes wrong, *it is at our expense*.

How does MLAN's Managed Services work?

MLAN provides 24/7/365 network monitoring of all of your IT infrastructure:

- Our Help Desk will answer your and your staff's questions.

- 24x7x365 response for Server/Network Infrastructure emergencies.

- We provide technical support onsite.

- We provide technical support using remote connect tools.

What kinds of companies are good candidates for Managed Services?

If you can relate to 3 or more of these statements, your company will benefit from MLAN's Managed IT Services approach:

- You realize that IT is an integral part of your business that can no longer be handled by the boss's kid, one of your staff members, or the guy next door.

- You understand that IT is no longer an optional expense, but an operational expense similar to the utility company.

- You want an IT firm that thinks like a Business Owner before thinking like an IT person.

- You don't want to monkey around with IT issues you don't understand.

- You appreciate what it costs your company if you're not focusing on your top priorities and on IT issues instead.

- You are done trying to get techies to understand what you really need.

- You realize the hourly cost of downtime and business interruption is so much more than a technician's hourly rate.

- You never want to deal with Technology vendors pointing their fingers and blaming each other.

- You realize that a break/fix IT support company is not incentivized to fix your problems.

- You put up with IT support issues because you do not want the trouble of changing to another support provider.

What areas do you service?

All of Southern California.

How difficult is it to change IT Vendors/Managed Service Providers? We seem to have outgrown our existing person's ability.

Outgrowing one's "computer guy" is an issue that we are seeing more frequently now than in the past. Today's computer networks have become more complex in the past few years and not every "computer guy" has been able to keep up with the myriad of changes that continue to occur in the industry.

Sometimes the pace of technology surpasses the pace of the current IT person, and that person is no longer a good candidate to manage one of your business' most important assets.

A skilled and professional IT firm like MLAN will make a changeover as painless as possible.

What makes MLAN different from the others? All I hear are the same things from every IT firm I talk to.

Every Managed Service Provider will offer the same basic deliverables:

- 24/7/365 Network Monitoring of critical systems (Servers, PCs, network).
- Help Desk (questions from you and your staff).
- Windows Patch and Security Management.
- Antivirus/antispyware/malware Monitoring.
- Data Backup Monitoring.
- Vendor liaison (work with your other hardware/software vendors).
- Server, PC, and other Hardware repairs and maintenance.
- Network Performance troubleshooting.

But you will find that MLAN is different from other similar firms in that:

- We are an *exceptional* IT firm with *exceptional* employees.

- Client satisfaction is our *top priority*.

- We have superior working relationships with all of our clients and act as their trusted advisors on everything technology-related.

- We have a great deal of experience standardizing client's computer networks, resulting in problem-free networks.

- We think like *business people,* not *IT technicians,* thereby bringing tremendous value to your company.

- We focus on the security of your network in order to prevent data breaches.

- We deliver what we *promise*…and then…we deliver *more*.

- We make decisions based on *your* needs, not *ours*, because we act as *your* Chief Technology Officer (CTO).

- We are so confident in our abilities that we offer guarantees that no one else will.

- MLAN has been in the IT business for 15 years; our Founder for 22+ years.

I only want to pay when I need you. Why would I want to pay a monthly fee?

The "Break-Fix" (pay-as-you-go) model occurs when an organization calls an IT service provider to fix a single problem. The provider usually goes onsite and repairs the issue, then sends a bill for their time. This model rewards IT companies for when things break, or for when they aren't fixed properly, and they have to return onsite. There is no incentive for them to do it right.

MLAN prefers to focus on monthly maintenance plans over the "Break-Fix" model, because today's computer networks need regular "care and feeding" to catch and correct problems early, when they are small and easy to handle, before they grow massive and destructive.

It is in the best interest of both companies to maintain a strong and healthy network, and consistent attention and upkeep is central to achieving that goal. An emergency is best solved before it even starts.

We have IT employees. What can you do for us?

No problem. Many of our commercial clients have an existing IT staff. If you already have IT employees, we will work with them to relieve their daily responsibilities so they can focus on larger projects. This allows your existing IT staff to work more efficiently, saving your agency time and money.

We offer customized IT plans based on your technology needs. Our plans range from 100% coverage to simple network monitoring and antivirus protection.

We are able to automate tedious tasks that take up much of your IT's time and can allow your IT to focus on bigger picture issues.

You pick the plan, based on what you need and your budget, and we will facilitate.