



At R.L. Nelson and Associates, Inc. we recognize that the ability to serve our clients across a broad range of products and services can have a positive impact on how our clients implement and manage their internal information technology investment. Accordingly we have expanded our service offerings to include hardware sales and service, network implementation and support services, and internet and communication related services.

The professionals delivering these services include experienced individuals that are certified in a broad range of products from Microsoft, Cisco and other industry leaders.

As shown below we offer three levels of professional services to clients. This enables our clients to receive the appropriate level of support for their specific environment. With this model our clients can optimize their service level while controlling costs.

LEVEL 1 - Desktop and Support Services	
<p>Level Description: Stand alone workstation, printer, and peripheral support</p> <p>Certifications: A+, MCP, Specific product certifications Specific Manufacturer's Certification (Compaq, IBM, HP, etc.)</p>	<p style="text-align: center;">Provided Services</p> <ul style="list-style-type: none"> • Basic software installation and support • Minor network client support • Office automation suites • PC and peripheral repair and support • Physical Level / Cabling installation and repair • Printer installation and repair • Workstation installation and configuration

LEVEL 2 - Network Integration	
<p>Level Description: Basic Network Client and Server Support</p> <p>Certifications: MCSE, CNA, CNE, ASE, HPCE Specific Manufacturer's Certification (Compaq, HP, IBM, etc.)</p>	<p style="text-align: center;">Provided Services</p> <ul style="list-style-type: none"> • Basic Local Area Network (LAN) Support • Basic Network Integration and Support • Network Client Support • OS/NOS Support and Administration • Physical Level / Cabling Design • Rack Configuration and Setup • Server Configuration and Installation (Hardware)

LEVEL 3 - Advanced Network Integration	
<p>Level Description: Advanced Network Integration Consulting and Specialized Services</p> <p>Certifications: MCSE, MCNE, CNE, CCDP, ASE+, RCDD, CCIE Specific Manufacturer's Certification (Axent, Intel, Nortel, etc.) Specialized Training</p>	<p style="text-align: center;">Provided Services</p> <ul style="list-style-type: none"> • Advanced Network Integration • Advanced Router Configuration and Support • Strategic IT Planning • Enterprise Infrastructure Design • Intranet / Internet Support • Legacy Data Migration and Integration • Microsoft Back Office • Midrange / Open Systems • Physical Level / Cabling Certification • Specialized Services and Applications • Virtual Private Networking (VPN) Support • VLAN Switching and routing support • Wide Area Network (WAN) Support • Consulting