


LBI Technical Support is intended for small to mid-sized businesses who do not have an internal technology staff, yet still want to take advantage of cutting edge technologies without being taken advantage of.

This service, in testing for over two years, focuses on the support and maintenance of personal computers, servers and ancillary equipment operating Microsoft Windows, Linux, and Apple operating systems. Designed primarily for small and medium sized businesses, LBI's Tech services will provide support for desktops, servers, networks, email, Blackberry, DNS... See our service offering details below for more information.



LBI Tech Support is an extension of the internal LBI support organization responsible for the 24/7 support of our world class computing environments.

Building on this foundation, the concept of LBI Technical Support is to provide to the business community the availability of senior, cross-trained technical personnel, with proven support skills and the capability to solve technology issues under pressure.

LBI is a local Long Island business just like yours. For the majority of clients the most effective offerings will be the on call support. LBI technical support provides 15 minute contact response time and on-site efforts within three hours, if necessary.



What differentiates our services from that of some "big box" stores?

- **First**, all our technicians are 4-year technically degreed individuals with at least 5 years of real world experience.
- **Second**, our technicians are cross-trained. What that means is that if you report a software problem with your PC and it turns out to be a hardware or router or a fire-wall issue, we don't have to dispatch our "hardware", "network", or "fire-wall" technician. Our people have the knowledge AND experience to identify and solve problems end-to-end. This makes your support efficient and cost-effective.
- **Third**, our technicians are creative. If we see that there is a better way to do something, we'll tell you. If you've been trying to put round pegs in square holes, we can suggest a better way. Need a "batch script" written to improve productivity? Is there a "bug" in an Excel spreadsheet you can't find (or didn't know was there)? Want to add a back-up server to your environment, but don't know what to order? We can help.
- **Finally**, we have history. We've been around for 25 years, designing systems, specifying and installing hardware, writing software and supporting our own complex environment. Our employees have an average tenure of over 6 years, with a full range of experience.



Whether you're setting up a website, figuring out how to set up remote access or trying to establish access via a handheld, it doesn't have to be expensive. You just need the right people. We can help.

LBi Technical Support Service Offerings

- **Installation of Business and Customer Software:**
 - Blackberry Installation/Setup
 - Email Server Installation/Setup
 - Remote Access Setup
 - VPN Selection and Setup
 - File, Web and Application Server Setup

- **Hardware Installation:**
 - Memory, Disk Drives, Raid Arrays
 - Rack Setup
 - UPS/Battery Backup Selection and Installation

- **Networking:**
 - Network Design and Setup
 - Router Installation
 - Wireless Selection/Installation/Setup

- **Analysis & Services:**
 - Website Design, Setup and Hosting
 - Disaster Recovery Planning and Support
 - Disk Recovery
 - Hardware Sizing and Specifications
 - Virus/Malware Removal

Supported Operating Systems

- Windows 2000, XP, Vista, Windows Server 2003
- Apple Mac OS X 10+
- Novell Netware
- UNIX /Linux
- OS400

For additional information contact:

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