



The Norman Alan Company, LLC.  
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## An IT Partner You Can Rely On

### Our Company

- Started in 2004
- Focused on personal service and customer satisfaction
- Technicians are well trained
- Serving the Greensburg/Pittsburgh area

### Our Corporate Mission

To provide our customers with personal service in a prompt, professional fashion.

### Personalized Service, Common Sense Solutions

At The Norman Alan Company, LLC. our IT consultants understand technology. But more importantly, we understand that technology is only a tool to help your business run more efficiently. We believe technology should be an unobtrusive system running behind the scenes. We provide network, server, application, and desktop services that include system design, implementation and support. Our customers are Pittsburgh area businesses, government agencies, and non-profit organizations whom we've served since 2004.

Our technicians have expertise in all aspects of computer technology; we repair what's broken, maintain what's working, and improve network systems so that they keep pace with your company's growing requirements. Let us help you reach a practical balance between the competing needs of your business technology: high performance, ease of use, and —most importantly— return on investment.

### Our Philosophy

At the Norman Alan Company, LLC., we believe in serving our customers without the attitude you get with most IT industry types. We aim to understand our customers' needs to better resolve the tasks at hand.

With this philosophy in mind, we take the time to be diligent, professional, and thorough... without wasting the customer's time and money.

### Our Services

At The Norman Alan Company, LLC., we provide a diverse array of services to our clients. We can do just about anything, from spyware mitigation to disaster recovery.

### Remote Support

With your help and permission, we can use remote access technologies to quickly connect and control your PC or server. We can then diagnose and resolve your issue without the need for an on-site visit or cost of travel.

## **Server Availability and Health Monitoring**

We can monitor your server remotely to maximize uptime. If hardware or software fails, we'll know about it and can react accordingly in a timely fashion.

- Prevent Problems Before They Cause Downtime
- Services
- Event Log
- RAID Status
- Free Space
- Internet Connection
- Updates
- Virus Definitions
- Mail Flow

## **Automatic Server Health Checks**

- Update Status
- Common Errors
- Hard Drive Status
- System Information
- Uptime Log

## **Support Agreements**

Many Norman Alan customers choose to invest in a monthly or annual support agreement.

- Four Hour Response Time for Server Issues
- Emergency Hardware Replacement
- Included Monthly Allowance of Remote Helpdesk Support
- Priority Response for Remote Helpdesk Support
- Monthly Server Health Checks
- Discounted Labor Rates

## **Call Us Today**

We offer many IT services and solutions for your business from sales to service. Many of our solutions can be customized to your business. Please feel free to contact Norman Alan at (724) 837- 6556 or email [support@normanalan.com](mailto:support@normanalan.com).