

A blurred office scene with people working at computers. In the foreground, a laptop is open on a desk, and a hand is writing in a notebook. A glass of amber liquid is also on the desk.

LANtern
Illuminated Networks

LANtern Partnerships

Your guide to partnering with LANternTech

At LANternTech

...we understand that Managed Service Providers take on their customer's pain points.

As enterprise networks become ever more vast and complex, connecting users in multiple locations, ensuring the health of those networks is an increasing challenge.

As we all know, when it's hard to prove the location of a fault, even a straightforward LAN issue can lead to downtime, loss of productivity, and damage to the bottom line.

This can quickly erode your productivity, margin, and eventually even your customer relationship.

A brighter way to monitor your network

Welcome

Congratulations on taking the first step to becoming a LANtern Partner

In this document, you'll find all the answers to your questions about becoming a LANtern partner, and the benefits and rewards that you can expect to receive.

Who are LANternTech?

LANternTech founders, Simon Holt and Jenny Lee Holt, have always been passionate about empowering their clients to realise their potential through optimising their telephony capabilities. Simon founded Spectrum Telecoms in 1996, and has a long history of cutting costs and improving productivity for their comms customers.

"At Spectrum, we've always been a bit different. We don't start by dictating to our customers the products or services that they should take. Instead we start by asking where they want to be better. We work from there to identify the ways in which we can help them to achieve maximum productivity and profitability, with minimum wasted expense and effort." (Simon Holt, CEO – LANternTech)

As the telephony markets have shifted into the IT space, through the rapid expansion of Voice over IP, we found that our customer challenges were changing too. Despite having no direct responsibility for network disruptions, our services were affected by them, resulting in poor performance and costly downtime for our clients. Simon's engineers went to great lengths to provide evidence and assurance to customers, which proved to be costly for the company and also cast doubt on the integrity of their equipment. Our team were spending increasing hours each week on troubleshooting faults that were damaging the services that we provided, only to often find that we just didn't have the tools to diagnose and fix network issues.

Simon and Jenny realised that the team needed to find another way. A brighter way.

The LANtern was lit

A brighter way to monitor your network

Our Services

Network Monitoring

Observe and store vital real-time metrics and logs from your client's network. Receive alerts when devices on the network go down, and when network performance is impacted

Remote Diagnostics Interface

Gain access to your client networks to perform advanced diagnostic tests, without sending an engineer to site

Observability

Pinpoint the locations of faults in your client's network, and dig down into the real cause of downtime, poor VoIP quality, slow or unstable connectivity and more

Managed Service

Everything provided to make this a smooth journey for you and your clients, including configuration, hardware, and value-added services such as Global or Floor Plan mapping.

A brighter way to monitor your network



Easy to Use

Quick to install – plug and play with
LANtern pre-configured Probe. Flexible
and scalable solution.

At LANtern, we understand that the customers who have the most network pain, are often the same customers who have:

- The smallest or least experienced internal IT teams
- The largest budgetary constraints
- Expanded their network organically, as required, rather than taking a future-proofing strategy to design their infrastructure

While many network monitoring tools use common protocols such as ICMP or SNMP, they also typically require the end user to have a wide range of significant system skills in order to even get started.

If your clients don't already have that knowledge and resource, then the set-up fees charged in order to set up other products can push the costs out of reach for many SME.

With this in mind, LANtern has been developed to need virtually no customer input to set up. LANtern is configured by our experienced engineers, so that it works out of the box on your clients' networks.

At LANternTech, we understand
that your customers' pain
points become yours

Simon Holt, CEO - LANternTech

A brighter way to monitor your network



Unified Dashboard

One secure platform to show data from
any source across multi-cloud, hybrid,
and on-premises environments.

LANtern was developed with ease of use in mind. Our dashboards are simple to read, collating all information in one portal, and cutting through the noise of the underlying data.



Figure 1: Example LANtern Dashboard

Even clients without strong IT knowledge will appreciate the wealth of information available, as well as the 28 day default storage that allows you to build up granular picture of the health of the network.

Giving your customers access to the dashboards encourages them to be accountable for their LAN, rather than assuming that all issues originate on the other services that you provide!

Or, you may opt to use the product as part of your own Managed Service wraparound, helping your engineers to gather high quality evidence of factors causing downtime or low productivity, and using the data to provide further network consultancy services for your valued customers.

A brighter way to monitor your network



Remote Monitoring

Fast, responsive remote access to monitor multiple sites, networks & devices in the cloud or on-premises.

One of our consistent problems was the utilisation of engineering time.

- The time spent on calls with the customer
- The time spent fixating on a single fault at the expense of other clients
- The time spent on site, multiple journeys to set up tracking tools
- And worst for morale – The dead time in the car!

Our LANtern probe is installed at each site, and allows for constant remote pulling of network data. The benefit of an on-prem solution like LANtern, is that even when there is a full connectivity outage that cuts a site off from the network, that data is still gathered and can be accessed later.

Even better, with our optional GPRS module, even during a complete outage, you will still have full dashboard visibility of the customer's remote sites. Perfect for when you are sure that it's a piece of kit, rather than the data connectivity.

The ability to remotely monitor, opens cleverly into our remote diagnostics interface. With this, you can perform behind-the-firewall tasks that usually need engineering visits.

Give your engineers the gift of time!

A brighter way to monitor your network



Smart Alerts

Get real time customised performance
monitor alerts so you can fix problems
before users even notice.

When you are providing a managed service for your customers, you want them to know that when there is a problem, you'll be right there.

Our alerting system can be configured to send alerts for a variety of metrics directly to your client's IT teams or contractors, so that they can see straight away when something is going wrong.

Alternatively, boost your own value-added managed services by taking control of those alerts within your own business. Your teams can get on with their day, safe in the knowledge that when something goes wrong at a customer site, they'll be notified. This enables you to take a really proactive stance with your clients, informing them of the issue, rather than being on the backfoot when they call you.

Firing: 1 alert

Firing AllDevices-Spectrum

summary: Device VigorAP710-CarPark with IP 192.168.2.252 has been down for more than 2 minutes

Labels:

- alertname: AllDevices-Spectrum
- address: branston
- device: VigorAP710-CarPark
- instance: 192.168.2.252
- job: ICMP
- location: office

Silence [Go to Dashboard](#) [Go to Panel Source](#)

[Go to alerts page](#)

A brighter way to monitor your network

Why become a Partner?

We are so proud of our LANtern, and we're positive that you will see the benefits to you too.

LANtern will help you to:

- Drive sales through increasing your Managed Service portfolio
- Reducing engineering resource spent on troubleshooting customer issues
- Evidence the cause of customer issues, allowing them to take responsibility and accountability, especially important when your customers take products from a range of other suppliers!
- Allow you to make more informed recommendations to improve your customers' networks

In addition to all the great features and benefits of the product itself, our Partner Programme allows you to enjoy a guaranteed additional income for as long as your customers use LANtern.

Programme benefits

Strong commission structure

Marketing collateral

Sales and Pre-sales support

Our Partner Success team will help you through the entire process, from initial contact to customer discovery and from set up to training. We can also assist your sales process by running demos and a trial service for your customers.

How to join us

The LANternTech Partner Programme is all about forming a strategic relationship with our partners to help you grow your business. To discuss the opportunity further, call us on 01283 749 990, or email us on marketing@lanterntech.co.uk, to arrange a Demo and talk about how LANtern can help you and your customers.

A brighter way to monitor your network