

Here's Our Talk

# Redefining IT Support



## THE TCG SERVICE ADVANTAGE

WE BELIEVE IN WALKING OUR TALK

### TCG's MISSION

To provide our clients with the highest level of support and customer service while remaining cost effective. Our focus is on progressive IT solutions that enable our customers to accomplish core business objectives, such as:

- Increasing revenues
- Decreasing operating costs
- Improving customer satisfaction
- Gaining a competitive advantage
- Reducing time to market for products and services
- Improving employee productivity through improving their work environment

### TCG ACCOMPLISHES THIS MISSION BY PROVIDING

- IT support programs designed to improve network performance, stability and scalability
- Best Practices and proven methodologies for IT support for networks, servers, PCs and most everything in between
- Engineering consultants and staff that are certified and conversant with many emerging technologies
- The means to accelerate your projects & technology rollouts while maintaining staff morale
- Improved data protection systems which protect against outages & failures that can severely impact employee productivity & the quality of service provided to customers
- The strategy and experience needed to lower the Total Cost of Ownership (TCO) of your network
- "Off hour" & 24 x 7 response services to help lower overtime costs
- Access to industry specific Information Technology User Groups
- Hardware & Software procurement



## Support Programs to Cost Effectively Improve System Performance & Reliability

We help you avoid outages and/or poor network performance that can have both tangible and intangible costs such as:

- Unhappy Customers
- Reduced Employee Productivity
- Lost and/or Corrupted Data
- High Costs for IT Consulting Services Requested at Short Notice
- Reactive Rather than Proactive IT Staff

TCG's Support Programs provide an inexpensive way of meeting system uptime requirements and improving overall performance. These programs include:

- Network & System Design & Redesign
- Systems Standardization
- Preventative Maintenance
- Network Security
- Documentation & "Knowledge Transfer"

### Network & System Design/Redesign

TCG assists with the design and implementation of new networks and capabilities. This is accomplished by taking the following steps:

- Consultative approach to understanding business requirements
- Performance analysis
- Design of physical network (including server & application distribution) and logical IP structure
- Implementation of design
- Base-lining and documentation

### Infrastructure Preventative Maintenance

Regularly scheduled programs are customized to our client's requirements. This approach minimizes or eliminates costs and/or lost productivity caused by:

- Lost data due to failed backups
- Security breaches that can result in lost or corrupted mission critical data or cause network & system failures
- Prolonged system/network outages

### Lower IT Costs through Systems Standardization

Standardization does not have to happen overnight, however, standardizing an IT environment WILL lower IT costs in the long-term. TCG helps customers standardize their hardware and software platforms because:

- Fewer resources needed to run/maintain IT systems
- Faster troubleshooting & problem resolution
- Lower maintenance costs & reduced documentation requirements



## Network Security, Protecting Mission Critical &/Or "Sensitive" Data

TCG couples security best-practices with regularly scheduled preventative maintenance programs so customers are far less likely to fall victim to:

- Email problems, including viruses and SPAM, that waste valuable resources & can bring IT systems down &/or destroy critical data
- Lost or stolen sensitive information resulting in costly litigation, or the loss of competitive advantage
- Inappropriate use of the Internet with loss of employee productivity & exposure to hostile work place issues

## Documentation & Knowledge "Transfer" to Our Customers

Understanding your network is fundamental to smooth operations. The "keys" to your system are turned over to you through:

- Site & standards documentation
- Training on administrative procedures, systems & applications
- System operation policies

## Other Programs That We Provide Include:

### "Off-Hour" & Project Support

Most IT departments run a very "lean" staff, which means that regular hours can be long & demanding. Using TCG for projects and "Off-Hour" support can be an effective way to:

- Deliver "On Demand" emergency response and maintain 24x7 network support without hiring additional staff
- Lower overtime costs
- Avoid overstressing full-time staff in an effort to meet project deadlines
- Always find the right expertise & experience to design & implement projects on time & within budget

### Procurement Services

Hardware & Software procurement is a "necessary evil" that our clients are often happy to delegate to TCG. Here's why:

- TCG is able to leverage their relationship with equipment distributors to ensure competitive pricing as well as prompt delivery
- Access to product support engineers
- TCG helps eliminate the "which one should I buy" syndrome and your need to understand "geek speak"



Operating as an Extension of Your Team



## TCG'S SERVICE PHILOSOPHY

TCG focuses on providing services that complement the work being done by your in-house staff. The benefits of this service focus include:

- Helping transition reactive IT environments into a more proactive state
- Providing specialized skill-sets on an "as needed" basis
- Carrying out "mundane tasks" that typically in-house staff do not have time for
- Providing the skills and resources necessary to execute projects and technology rollouts within targeted timelines
- Freeing up time for your staff to work on projects directly impacting core business initiatives.
- On-call support during "off hours"
- Backing-up key resources when they are sick or on vacation

**WE WORK WITH YOUR STAFF TO BLEND THEIR KNOWLEDGE OF YOUR BUSINESS WITH OUR CONSULTANTS' TECHNICAL SKILLS AND EXPERIENCE TO DEVELOP BETTER SOLUTIONS**

TCG's customers tend to have IT staff that have an increased sense of job satisfaction that translates into a higher quality of work performance, improved productivity and longer job tenure

**Helping our Clients Maintain a Streamlined Staff That is Efficiently Utilized, but still has Quick Access to Technology Specialists and a "Deep Knowledge Pool."** Many businesses have a heavy reliance on technology that is diverse and changes rapidly. Consequently, maintaining a staff that can handle all technology requirements and challenges can be costly. TCG helps their customers overcome this challenge and reduce costs by providing:

- A dedicated, Primary Engineer to each customer who has an intimate understanding of his/her customer's IT environment & will be a 1st point of contact for all service requirements
- Specialized expertise on an "as needed" basis
- Backup to both TCG's Primary Engineer and any member of a customer's IT staff
- On-call, 24x7 support

### **Providing the Benefits of Participation in Industry Specific User Groups**

TCG's customers can join (at no charge) the User Groups that TCG organizes and runs on behalf of their customers. Too often IT professionals feel isolated from their peers working in the same industry. TCG's User Groups here in the Front Range help facilitate the sharing of industry specific best practices.