



## TCG INC.'S LISTING OF TECHNICAL SERVICE OFFERINGS



### Systems Standardization

#### Network Configuration Services

- Windows Server, Advanced Server, Advanced Server (NT, 2000, 2003)
- Active Directory Design
- Naming Standards (User, Printer, Server, Workstation, Networking Devices, Etc.)
- Share and Directory
- DNS/DHCP Configuration
- TCP/IP Standards
- Security Policies
- Remote Application Installation
- Network Applications

#### Workstation Configuration Services

- Windows XP Professional & Home
- Windows 2000 Pro & Home
- Windows ME, Windows NT
- Workstation, Windows 98, Linux
- Standard Image Creation
- Symantec Ghost
- Drive Image Pro
- Best Practice Installation and Testing
- Standard File and Folder Setup for Ease of Navigation

# Redefining IT Support

## Network Design & Redesign

### Server Systems Engineering

#### Microsoft

- Microsoft Servers - Windows 2003, Windows 2000, Windows NT
- Active Directory
- File and Print Servers
- Terminal Services
- Exchange - Messaging and Collaboration
- IIS - Internet Information Services
- ISA - Internet Security and Acceleration
- Database - SQL, Oracle, Data Warehousing

#### Novell

- Novell Netware-All Versions
- File and Print
- GroupWise, all versions
- Web services
- Database servers
- Border Manager
- ZEN Works

### LAN/WAN Engineering

#### LAN System Design/Implementation

- Physical Layer Design - LAN Switching and Routing
- TCP/IP and IPX Logical Design - VLANs and Security
- Device Configuration and Installation
- Network IP/IPX Trouble Shooting

#### WAN Systems Design/Implementation

##### Physical Layer Design

- Routers
- Firewalls
- T1, DS3, Frame Relay
- Core Routing/Switching

##### IP Logical Design

- Routing Protocols
- Security Design
- Traffic Optimization

#### Wireless Systems

- Local - 802.11 A/B/G, Multi-Access Point Design, Integration with LAN Systems, Security
- Broadcast and Point-to-Point - 802.11 A/B/G, Radio Bridge, Security



# Redefining IT Support



## Network Security

### Design / Configuration / Management

- Remote Monitoring
- Firewalls
- Intrusion Detection Systems
- Proxy Servers/Cache Servers
- Content Filtering
- System-wide Anti-virus, Anti-Spy Ware and Anti-SPAM Systems
- Backup / Redundancy Systems
- Fault Tolerance
- Disaster Prevention/ Recovery
- SANS/Critical Storage

### Documentation & "Knowledge Transfer" to Our Customers

#### Documents and Training

- Site Systems Documentation
- User Training
- Administrative Training
- Manuals and Whitepapers
- Custom Instruction Manuals

## Preventative Maintenance

### Network Support Services

- Operating System Maintenance, Tuning and Upgrades
- Network Application Support, Maintenance and Upgrades
- Anti-virus Updates and Recovery
- Support Staff Training
  - Monthly Preventative Maintenance Visits
  - Monitoring of Possible Threats and Implementation of Protective Systems and/or Applications
- Remote Monitoring of Network Resources
- Network Device Maintenance (OS Updates/Upgrades, BIOS Updates)

### Deskside Support Services

- Application Support, Maintenance and Upgrades
- Anti-virus Updates and Recovery
- Operating System Maintenance, Tuning and Upgrades
- Hardware Repair (Legacy and Current)
- Spyware Removal and Protection
- Spyware Application Upgrades and Updates
- Support Staff Training
  - Monthly Preventative Maintenance Visits
- Monitoring of Possible Threats and Implementation of Protective Systems and/or Applications

### Printer Maintenance/Support Services

- Maintenance and Cleaning
- Trouble-shooting/Diagnostics/Repair
- Preventative Maintenance Programs
- LaserJet, DesignJet, OfficeJet, and some InkJet
- HP, Lexmark
- Preventative Maintenance Plans
- HP Authorized Printer Repair Technicians
- Multiple outlets for Genuine HP Service Parts
- Local Parts Available



# Redefining IT Support



## Accelerated Projects & Technology Rollouts

### Engineering Project Management

- Project Planning & Management
- Move & Office Relocation
- Inventory Management
- Downsizing Support & Management
- Deployment Support & Management
- Lifecycle Planning & Management

### Specialty Engineering

- Inter/Intranet Development
  - Inter/Intranet Web Site Development
  - E-Commerce
- IP Telephony

## Certifications Experience Products

### Certifications

Microsoft: MCP, MCSE  
 Novell: CNE  
 HP: APS  
 Cisco Certifications Available: CCIE, CCNP, CCNA  
 Nortel Certified Engineering

### Experience

Cisco, HP, 3COM, Nortel, Cabletron, Asante, Avaya, Belkin, Compaq, D-Link, FORE, Foundry, Linksys, Madge Networks, NetGear, SMC

## Custom Procurement Management Services

### Hardware and Software Procurement Products Available through TCG

Microsoft, Veritas, Computer Associates, Symantec, Novell, HP/Compaq, Cisco, 3COM, TrendMicro, CTX Monitors, ARC Serve, APC, Adobe and many more!

- Software (Application, Utility, Operating Systems)
- Switches, Hubs, Routers & all other types of LAN/WAN Accessories
- Servers
- Desktop & Laptop PCs
- Printers
- Wireless
- Licensing
- Upgrades

### Hardware Warranty Services

- HP: Printers, Desktops, Portables & Servers
- Compaq: Desktops, Portables & Servers
- On Site, Drop Off & Pick Up
- Factory Trained HP Accredited Platform Specialists (APS)
- A+ Trained Technicians

### Life Cycle Management

- Predictive Failure Analysis
  - Projected Equipment Purchasing Based on Age & Warranty of Existing Equipment
- Equipment Relocation Based on Requirements & Company Goals
- Equipment Disposal Facilitation
- Warranty Management
- Image Storage & Archiving
- Image Documentation
- Quality Assurance Documentation
- Repair Services
- Inventory Management
- Deployment Services