



## COST COMPARISON

Managed Services  
 General Maintenance  
 2 Servers / 20 Workstations

IT Person on Staff	TCB
Salary + taxes = \$86K	\$2,760
\$7,167 / month	\$230 / month
1 Person	Team of People
8 hour day	24/7/365
50 weeks per year	52 weeks per year
Sick days, late days	Teams working for backup (24 hour monitoring)
Resources Used, May need help	Average 98% Uptime
May choose other employment	

## COMPANY COMPARISON

Standard IT Company	TCB
Reactive (Break/Fix)	Proactive
Hourly Rate (\$100-\$200/hr)	Monthly fee per server
Charged for each visit	Unlimited remote & phone support at reduced rates
	Prepaid hours @ a reduced rate for onsite visits
Different Tech? No Procedures	Same team so you know your tech
	Procedures are created so work is done the same way each time
No Knowledge Base	Searchable ticketing system with knowledge base
Work must be done during business hours	We can schedule work to be done after hours
Cost of downtime	Systems are monitored 24/7 so we can fix it BEFORE it breaks

## Welcome To TCB Inc.

TCB Management team has committed the company to do what it takes to support our clients with the very best computer services available. TCB was founded in 1995 and brings a wealth of business experience working with firms of all sizes - from sole proprietors to the Fortune 500 - with service and customer-oriented approach our business model. These qualities are the cornerstone of our company, and are what clearly separate our firm from the average computer consultant. TCB's team is highly trained and extremely experienced, and they are able to service hardware, software, state-of-the-art systems, and specific client requirements effectively.

In June 2005 we launched our Complete Care Program.

Our customers greatly benefit from this new program and the introduction of our new service. Complete Care gives us the capability to offer innovative services and provide vital information that can solve network performance problems before they occur. Our customers see incredible service results from this new program.

TCB's Complete Care program will now allow us to have a complete toolset—technology, business methodology, and service management framework—to meet the needs of our small-to-midsize business (SMB) customers by offering high quality security and managed services effectively and efficiently at a fixed monthly price. We will deliver the latest technology to help our clients manage, optimize and secure their networks. With this new technology, TCB will provide the best in project/program management and quality assurance.

We offer quality, hands-on, customer focused expertise and immediate response. We know computers and we also know how important they have become to the daily operation of your business. TCB will help you make informed decisions that make sense and save you both time and money, without sacrificing efficiency.

***Simply put, with TCB you get the services you need,  
when you need them.***

The benefits that we bring include a managed, turn-key approach to doing business and intuitive, customer focused solutions...not more problems for you to manage! You don't have time to look over a technician's shoulder, or worry about whether or not someone is going to show up. You want and expect reliable, quality, responsive outsourced support - and that is exactly what TCB delivers.

***We watch your computer systems so you don't have to!***

## NETWORK SOLUTIONS

Our firm is fully adept and experienced in the design and implementation of full-scale networks - LANs, WANs and custom applications. We perform a needs-analysis with our Network customers to ensure that we understand their needs, and that they understand their options. Spending a lot of money is not always necessary to develop and implement a very reliable, high-performance network. We routinely handle deployment, sales, maintenance and upgrades of the following:

- Database Servers
- Files Servers
- Network Security Systems
- Routers
- Wireless Networks
- Exchange Servers

## INTERNET SOLUTIONS

What would we do without the Internet...? Our reliance on this global-marvel is astronomical - we perform research, send mail without postage, market our companies to others everywhere, and are always on the lookout for the ever-present viruses. TCB has extensive experience with the Internet, and make your use of it less frustrating, safer, more efficient and faster - and all with 24/7 service when you need it. Contact us so we can tell you more about our Internet solutions including:

- Connectivity
- Domain Names
- Email
- Internet Monitoring
- Virus Protection

## WORK STATION SERVICES

What configuration...what software to load...what employee needs what access...what is too much power or too much software, and what is not enough?

You can count on us for advice and guidance when you are about to purchase, install and/or upgrade your current workstation population. We will assess your needs, taking into account company growth and technology advancements, and provide recommendations on what you need - no more, no less. We can even procure the hardware and software, then install and test for you. We have helped dozens of companies by providing the following and related services:

- Sales
- Consultation
- Design
- Hardware
- Installation
- Software

## MAINTENANCE/SUPPORT

### **24/7/365 Monitoring/Support**

We know your business doesn't always operate from 9:00 to 5:00. Problems occur, systems crash, software fails, computers lock up and you need help - NOW! When you need us we are only a phone call away. In fact, we can often diagnose and fix problems remotely, helping you keep your business systems functioning and productivity soaring. We can help keep your key business tools like email and internet up and running by working to reduce the amount of issues that you experience. With our **Complete Care Program** we can have technicians monitoring your network to deal with issues **BEFORE** they affect your productivity.

### **Systems Audits**

What happens when your system is down? You can't afford the downtime and lost productivity while someone is trying to figure out what to do and how to get your problem solved. Our experience with small businesses and Fortune 500 firms coupled with our drive to be the best at what we do gives us the advantage you need - the advantage of quick, efficient and well rounded support. A system audit will let us know immediately what is wrong, what needs to be done, and how we can best help you.

### **Ongoing Business Needs Support**

How are you supposed to know when computer system upgrades are needed, or when hardware is at its capacity? How do you know when new software or hardware could benefit your business? How do you know what to choose from the many options available? Our ongoing business needs support services will help you plan and prepare for system upgrades to maximize your investment and avoid unnecessary or uninformed procurements. We will guide you through this on-going process and help you stay on track so your business is always performing at peak capacity.

***Contracts and consulting services are available for part-time, on-call, or ongoing/on-site business needs support.***



## FAQ's

Q: Does TCB work with existing computer systems?

**A: Yes, We understand not every company can afford to put in new systems. TCB will come in and evaluate the systems you have and provide solutions that don't require replacement.**

Q: I work with my computers during the day. How can I have maintenance done as to not cause any downtime?

**A: With our Complete Care Program TCB will come to your site in the evenings and/or on weekends so the regular maintenance your systems need, can be done without costing you downtime.**

Q: If I am working on a weekend and have a problem can I call TCB?

**A: YES, TCB works 24/7 and will be able to come to you at any time to help you with your problem.**

Q: Will that kind of service cost me any extra?

**A: NO, with our Complete Care program your support costs are set ahead of time. We know how hard it is to keep your company in the black so we offer our services anytime day or night.**

Q: Will a TCB technician have to visit often to keep an eye on our system?

**A: NO, with our Complete Care program your systems are monitored 24/7 and a technician is notified as soon as there is a problem or a potential problem. This helps keep the cost down and is more efficient than having a technician REACT to an existing problem.**