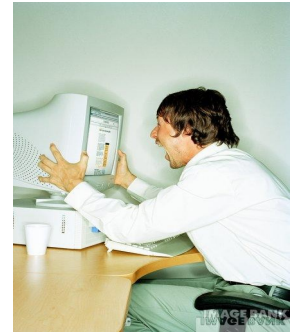


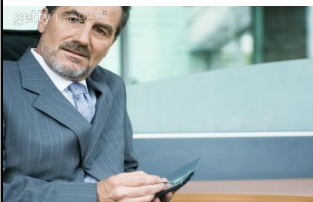
*Yo've got problems with your computers ?*

514.312.4574  
support@tpctechnologies.net

**We have solutions !**



### **Your own Computer specialist @ 199\$/MONTH\***



TPC Technologies IT outsourcing solutions for SMB come as a monthly fixed price all included offers. This way our customers can precisely budget their monthly and annual cost for IT expenditure. They also get superior quality support from a **team of experts** that have expertise in several technical fields, not one guy working from his basement.

#### **The experience and the security from a team of professionals**

- Reduce your costs of IT : get services at an all included monthly fixed price !
- Decrease the time spent managing your IT : have one contact for all your needs !
- Increase the reliability of your IT : get call back in less than 60 minutes \*
- Enjoy the expertise of a team : more resources, more experience, more services !

### **We guarantee you'll get a call back in less than 60 minutes \***

Within SMB, time and the resources are limited. That does not mean that the small companies deserve a service less than the large companies, on the contrary. We use advance tools which make it possible to offer more services at a lower cost.



#### **More services, lower cost**

- Preventive analyses in order to discover the problems before they appear ;
- Remote assistance to decrease the time needed to react and solve problems;
- Online Knowledge DataBase to access solutions anytime through self help ;
- Private Web Site to get access in real time to your IT infrastructure status ;

\* Depending on your monthly plan.

## Our Vision



**Your IT infrastructure is an ecosystem.** It is in the interrelationship of the various parts of your IT infrastructure that you obtain profits and productivity. Therefore giving the administration to one team will ensure a global vision.

**We want the same thing as you: no problems.** It is a whole change compared to your old technician who charged you per hour and which increased its incomes if you had more problems!

**Every month you decide if you like us !** We wish to develop a business relation which exceeds the role of supplier to become a partner and to take part in the success of your company for several years.

As the table indicates below, the fixed price plan of TPC Technologies not only makes it possible to pay 4 times less than what is proposed by competition, but moreover, you avoid having to manage 8 different suppliers.

### 1.0 Comparative table of the concurrent offers

Services	TPC Technologies Inc.	Others	
Help Desk	8 requests per month, no time limit.	GeekByMinute	300\$/month
Web Site Hosting	1GB disk space, 50MB DataBase	Bell Hosting	55\$/ month
Web Site Updates	2 updates per month	AyoWeb	50\$/ month
Server Monitoring	Report analysis	AlertSite	125\$/ month
Backup	4GB disk space FTP	Telus	35\$/ month
Email hosting and management	25 accounts, alias, redirection, webmail	Yahoo !	40\$/ month
Security management	Report, update	Everdream	150\$/ month
Hardware and software inventory	Desktop, laptop, processor, RAM	Everdream	25\$/ month
Remote access (VPN)	Remote Access VPN	Blue Roam	75\$/ month
<b>Monthly bill</b>	<b>199\$/ month</b>		<b>855\$/ month</b>

## Our Tools

- Preventive Analyses System:** Using this powerful software we can supervise and analyze your IT infrastructure in order to prevent the problems before they occur. Our senior technicians directly receive all the anomaly reports to make more thorough analyses and to act consequently if it is necessary.
- Remote Assistance Software:** Thanks to this robust and effective software, our team can help you instantaneously, no matter where you are. In this way the response time is faster, as well as the solutions! And since the technician can access your screen directly you can indicate to him easily and precisely what is the problem, just like he can give you a fast lesson if you need it.
- Real Time management Web Site:** An easy to use Web site which enables you to know in real time the state of your IT infrastructure. Quickly you can consult the inventory of your computer park, the history of support, the disk space used on the server, etc.

## Our plans

	TECHNICIAN	ENGINEER	DIRECTOR	VICE-PRESIDENT
<b>INCIDENTS PER MONTH</b>	8	20	30	Unlimited
<b>CALL BACK</b>	5 hours	3 hours	120 minutes	60 minutes
<b>WEB SITE UPDATES</b>	2	8	Unlimited	Unlimited
<b>WEB SITE HOSTING</b>	Included	Included	Included	Included
<b>SUPPLIERS MANAGEMENT</b>	-	-	-	Included
<b>ON SITE VISIT</b>	-	1 per month	2 per month	1 per week
<b>DISK SPACE</b>	4GB	10GB	20GB	40GB
<b>HARDWARE PURCHASE</b>	-	-	-	Included
<b>PROJECT MANAGEMENT</b>	-	-	-	1 per month
<b>SERVER MONITORING</b>	Included	Included	Included	Included
<b>REPORT &amp; AUDIT</b>	Included	Included	Included	Included
<b>EMPLOYER EXPENSES</b>	0\$	0\$	0\$	0\$
<b>HR MANAGEMENT</b>	None	None	None	None
<b>INSTALLATION FEES</b>	99\$	249\$	499\$	499\$
<b>MONTHLY COST</b>	199\$/ month	499\$/ month	999\$/ month	1499\$/ month

## Our products



### **Small Business Server [2499\$]**

Thanks to our expertise we propose to you a server including the computer itself, the installation, the configuration, personalization according to your specifications, the security software (VPN Server), the collaboration software (Exchange), the management tools (Active Directory) as well as the backup peripherals (2 external discs) for less than 2500\$! Choose a solid base on which to build your technological infrastructure.



### **Web Site Manager [1999\$]**

So you can manage your Web site without any knowledge of the HTML language, we've develop an expertise transferring web sites to an easy to use web manager. We include at no extra cost, training and support.



### **Knowledge DataBase [2999\$]**

Either for your employees or for your distributors, the knowledge database proposes the installation of a Web platform within which you will be able to add documents, images, video, as well as chat and video conference, for better training your internal teams or your external partners and especially centralizing the whole knowledge of your company in only one central place.

## Our Services

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### Server

- Groups and users rights management (Active Directory);
- File Server and collaboration Server (Exchange) ;
- Remote Access (VPN, OWA, RCP over http (Outlook/Exchange), *offline folder*);
- Peripherals Management (router, printers);
- Quota Management (Disk Space, UPS charge, Licencing);
- Port Monitoring;

### Security

- Updates (Windows, office, *firmware*, etc.) server, pc, peripherals ;
- Firewall (server, pc, router) ;
- Antivirus, *Antispyware* (server, pc) central management by Administrators;
- Data Access (encryption, strong password, Groups, users, rights) ;
- Monthly report (intrusion detection, password change, update report) ;
- Physical Access (server room, asset management, employee access) ;

### Backup

- Users Automated backup (sync server) ;
- Server Automated Backup (*ntBackup* quotidien full copy) external drive;
- *Ghost* server (*policies* Active directory, settings, etc.) weekly external drive;
- Every week external drive is taken outside building (hot-swap usb HDD);

### Help Desk

- Support email, chat or phone according to your plan;
- Callback time is guaranteed according to your plan;
- Follow requests and tasks on our real time web sites;
- Support for Windows, Microsoft Office, and business application according to your plan;
- Support 24/7 according to your plan;
- Software for self-diagnostic, remote assistance and automated backup;

### Web Site

- Web Site Hosting;
- Email Server Hosting;
- Web Site Updates;
- Stats Report (visits);
- Web Site Backup;
- DataBase and dynamic applications according to your plan;

### Legal Aspects

- IT usage politique (Web surfing, email, Instant Messaging, etc.) ;
- *disclaimer at the end of emails*;
- Email and Instant Messaging monitoring;
- Conformity with laws and rules from government or your industry;

### Reports

- Tasks done within the month;
- Requests made during the month and requests pending;
- Backup done during the month;
- Quota and server usage;
- Asset management report and buying previsions;
- Security log and intrusion detection;

### Hardware, Software, Suppliers

- Support et update of existing business applications according to your plan ;
- Project management and application development according to your plan ;
- Manage IT Suppliers according to your plan;
- Purchase and installation of hardware and software according to your plan;

## ***Our company***

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TPC Technologies offers IT outsourcing services to SMB since 2004. Our team is composed of experienced and dynamic technicians, who have been in the industry for several years. Located in the heart of Montreal, our offices contribute to the convivial atmosphere which guarantee to our customers a courteous and effective service. Come to visit us :

2104 blvd Rosemont, office 210.  
Montreal (Quebec)  
H2G 1T4



Our customers have from 2 to 50 employees in fields as varied as finance, the insurance, health, education, the communications and the industrial production. Organizations of reputation such as the **HEC Montreal** chose to trust us. We support our customers as much in Montreal and everywhere in Quebec where they have subsidiary companies.

Please contact us for all your questions :

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