

TCI MANAGE

Let Us Do the Heavy Lifting



TCI MANAGE

At-A-Glance

We make collaborating and communicating simple, flexible and secure for your employees, partners and customers through our committed people, respected expertise and the highest quality managed services

SERVICE OPTIONS

- 24/7 Monitoring & Alerting
- 24/7 Response & Resolution
- Asset Management
- Patching & Data Backups Performed
- Security Tools
- Data Backup & Recovery
- 24/7 Help Desk
- Remote Access
- And Much More!

A successful managed services relationship is built on trust. And you can have the confidence that all our people, from solution architects to support desk operatives, are fully trained and certified in their chosen areas.

Tom Cornbrooks,
President & CEO, TCI

Managing and operating a complex, multi-vendor, multi-technology network is hard work.

Keeping it reliable, available and affordable with high quality-of-service is even harder.



Managing a complex communications infrastructure is no simple task. We know. You're often tied up on urgent, business critical tasks – leaving lower priority activities to be postponed or skipped entirely.

Wouldn't it be great if someone managed those small, but vital tasks, for you? We think so, which is precisely why we developed **TCI Manage**.

We'll release you and your overburdened teams from your day to day network monitoring, back-up, reporting and management tasks. At the same time we'll increase the performance of your network – and possibly save you money too.

TCI Manage provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. We use advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your voice and data networks into an effective, efficient component of your growing business.

TCI Manage gives you round the clock device, application and server monitoring – to make sure they're working properly. If they're not, our Operations Team will automatically raise a ticket – and you'll be notified within 60 minutes. Then we'll solve the problem.

Fast response and resolution - Our Service Desk provides end-to-end management of any and all issues – from notification through to resolution and closure. And we'll work with your Team to implement a back-up plan to ensure the backing up of your Mitel configurations happens on a regular basis.

So in the event of data loss or corruption, we can restore your most current configuration – getting you back up in no time at all, and with limited disruption.

Optimizing your network - We'll also help you get the most out of your network. One of our Customer Service Managers will actively monitor service reports, correlate and analyze where faults are occurring, and make recommendations for continuous improvement.

And so you track all service activities we'll give you regular Service Management Reviews and Reports.

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