

technology peace of mind

A vendor can sell you a technology product. But only a partner can help you turn a technology product into a business tool.

We are a partner with the knowledge and experience to deliver end-to-end voice and data network support. A partner that turns potential obstacles into competitive advantages.

data network support
voice network support
contract support services



technology support services

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data network support

We support installations ranging from one to hundreds of users. Our staff brings extensive real-world experience to bear on your specific situation. **techoptions** network, hardware and application skills allow us to offer a completely integrated solution.

Networks require regular supervision and maintenance to ensure that they perform at their optimum level. **techoptions** strongly advocates that their customers adopt proactive network support standards.

network administration

We believe that the total cost of ownership is greatly reduced as IT support becomes consistent. The costs and potential risks associated with network failures justify the comparatively small investment in network support. Just like your vehicles need regular maintenance to remain reliable, so too does your network to ensure its optimal performance. Here are just some of the service features that **techoptions** implements as part of a complete network support plan.

Network Monitoring - **techoptions**, as part of our proactive support philosophy, analyzes your network error logs, system logs, and peripheral systems. Constantly reviewing and adjusting performance parameters based on this information allows us to better prevent major failures.

Predictive Failure - Many of today's devices are engineered to self-monitor performance. Network management solutions can be configured to alert administrators to the pending failure of network or server components.

Software Updates - Performance issues are often corrected by applying a patch. Frequently an organization will put up with applications that are not functioning

correctly, greatly increasing the total cost ownership. **techoptions** monitors vendor releases of patches and updates so you don't need to. By partnering with us you will always be up-to-date.

Remote Network Maintenance - our staff can proactively manage your network remotely, increasing responsiveness and end-user satisfaction while helping to contain support expenditures.

network deployment

techoptions manages custom network rollouts and upgrades with time-tested project management methodologies. Our process includes the 8 essential elements for successful project completion. Consultants are skilled in all of the following elements:

- Integration Management
- Scope Management
- Time Management
- Cost Management
- Quality Management
- Human Resource Management
- Communications Management
- Procurement Management

As project leads or backing up your internal IT staff, **techoptions** can facilitate a successful network deployment.

maintenance services

We manage and maintain the multi-vendor parts of your network that users never see but are vital to its functions.

asset management

Lower your total cost of ownership with our purchasing and asset management services. We can effectively manage your procurement needs with customized pricing, strategic purchasing and the simplification of standardizing your platforms and equipment.

voice network support

techoptions provides voice network support services for traditional pbx/key business telephone systems and the newer IP-enabled systems. Communications systems are becoming increasingly complex as the movement towards convergence becomes a business reality. And just like data networks, the new pbx/key telephone systems will have to be managed more frequently as users, service providers and your usage patterns evolve.

pbx/key system administration

Designed to answer today's need for fast pbx/key system administration we efficiently meet your needs with on-site visits or remotely (if enabled). Adds, moves, changes and updates are all easily accomplished. And with a targeted response time and defined paths of escalation you are ensured that your needs are met promptly and effectively. Your system can always be up to date and working to grow your business.

messaging administration

Messaging enables users to access voice mail, fax, e-mail, and other forms from virtually any communications device or networked computer system. It allows users to manage messages from their familiar e-mail inbox using common PIM clients such as MS Outlook and Lotus Notes.

broadband integration

The cost of bandwidth continues to decrease due to oversupply, technology advances and the arrival of convergence. **techoptions** is uniquely qualified to research, advise and manage the transition to lower-cost service providers. As your advocates in the often confusing communications market we seek only to acquire for your company the best service at the most favorable terms.



Through outsourcing technology support, we are able to tap into talents and expertise outside the organization. Our network productivity has improved and the solutions have proven to be cost effective.

Sharon Wiggs
The Ingram Group



contract support services

The problem is universal.

Organizations of all sizes require outsourced technology support. Small and medium businesses and remote branch offices require broad mid-level technology support. And IT procurement cost containment that larger companies achieve through economies of scale and strategic purchasing; finally they require support responsiveness and flexibility that is derived from a fully staffed IT department.

Larger organizations need specialized technology support to enhance existing internal staff, as an additional resource in day-to-day operations or during project implementations where unfamiliar technology is being introduced.

The solution was simple!

Develop a technology support plan that streamlines the manner in which support is delivered, allows the support to be customized, simplifies the contracting and support process, and accomplishes this within budgetary constraints.

unity|support plans

service. support. simple!

techoptions offers a tiered plan structure designed to offer the broadest benefits at the lowest cost to the greatest number of organizations. Delivery of support for each contract is based on your unique support requirements, including:

- the number of networked end-users
- the number of business locations
- complexity of your current or proposed voice and data network structure.

Additional variables are grouped into our selected contract plans.

contract support plans

unity|tm hourly support

A discounted hourly support rate for clients that are willing to commit to use **techoptions** for all their technology needs and who prefer to pay for our services as incidents arise within the organization. New clients and smaller organizations are the primary market for this support plan.

unity|np nonprofit support

techoptions offers approved nonprofits technology support functions for their voice and data networks and technology management needs; at the lowest costs available anywhere.

This plan is perfect for organizations with 4-40 users, 1-5 locations and not currently utilizing emerging technologies such as VoIP, VPN's or CRM.

unity|ltd basic support

This broad support plan includes the support services most businesses require and adds faster response levels and reduced charges for remote support and travel. It is designed for businesses with 10-50 users and 1-5 locations.

unity|plus enhanced support

Building on our popular basic support plan **techoptions** add two (2) FREE hours that can be utilized for project management goals on a monthly basis, reduce on-site minimums, remote support, travel charges and the costs of a' la carte support items such as web programming. This plan is designed for businesses with 20-100 users, multiple locations or remote branch offices, or those requiring support for advanced technology solutions.

techoptions support services enable clients to realize the benefits of increased productivity, better service levels, responsive answers to the needs of business managers, reduced risk to technology investment and the opportunity to reinvest technology savings into revenue generating operations. techoptions accomplishes all this by providing :

- Regional coverage that can support your corporate offices and any remote branch offices located in our ever expanding service area.
- Continual improvements in infra-structure performance, such as server performance, network response, application reliability, network security and business continuity.
- Highly skilled IT staff educated and motivated to use technology to the client's fullest advantage. We provide complete solutions or work with your existing IT staff as needed.
- Leading systems integration capabilities that link existing systems to new technologies, standardize and streamline IT, and realize efficiencies across the enterprise.
- Fully managed contract support plans that maximize network uptime to keep your business and employees productive.
- Extensive technology management methodologies that promote a quick and easy transition to an outsourced environment and smooth ongoing service performance.
- Comprehensive account management that allows clients to stay abreast of IT processes while focusing on core business strategies.

“

techoptions delivers complete technology solutions for voice, data and project management. This single source, converged operations model allows us to better plan technology integration and a more effective allocation of our limited support dollars.

”

Jim Graham, Alexander for (US) Senate campaign

techoptions support advantage

As more organizations rely on their voice and data networks to support and drive business success, they are turning outside for help; they are turning to techoptions and they are realizing the techoptions support advantage. A partial list of benefits includes helping your organization to:

- focus on your core business
- leverage advanced technology and

skilled personnel without their associated costs

- lower IT operating expenses
- improve IT service levels and increase performance reliability
- better anticipate and control costs through variable-based pricing
- ensure cost predictability with pricing options that lock support costs for the term of the contract

techoptions support service goes beyond the traditional network support our competition offers. Our services offer a variety of options:

•voice network management

We are your one source to procure, install, configure and maintain pbx/key systems, IP enabled systems, and integrated messaging solutions from the industry leaders: Avaya, Nortel, NEC and others.

•data network management.

We are your one source to engineer, and implement network solutions from Microsoft including Server, Messaging, Internet and Database administration. Combine with our voice network services to receive a converged support solution.

•contract support services.

We are your one source for contract support services. Our unitysupport plans enable businesses and organizations of all sizes to realize the responsiveness and flexibility that are obtained from a fully staffed IT department, and still achieve the cost containment and productivity benefits of outsourcing. Our plans are designed to offer the broadest benefits at the lowest cost to the greatest number of organizations.

they can't, we do

3-month satisfaction guarantee

because we stand behind our technology services, techoptions offers a three month satisfaction guarantee to all new customers who enroll in our unitysupport™ plans. contact your local techoptions account representative or go to www.techoptions.com for full details.

Ultimately, you must take action to discover how your company can benefit from the techoptions support advantage. By combining expertise in voice and data network integration, outsourcing, infrastructure, innovative thinking and relentless execution, techoptions enables our clients, throughout Tennessee to quickly achieve a competitive advantage through technology.

techoptions

technology peace of mind

contact us today

To learn more about how techoptions support services can strengthen your business, contact a representative today. 615.242.9055 in Nashville 888-242-9055 out of area

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