



Getting Started with Technical Services

TCGi offers the best in world-class support that includes quality IT management and support of hardware and software solutions. The bottom line is cost savings and solutions resulting from our tenacious focus on efficiency and effectiveness of your IT environment. Whether you are planning a big roll out or need ongoing technical support, TCGi can deliver its award-winning services to you.

Do you deploy new equipment: ___ using internal IT Staff
 ___ vendor supplied IT resources
 ___ 3rd party service provider
 ___ other: please explain _____

Do you maintain a pool of spares? ___ yes, onsite, managed internally
 ___ yes, at vendor site
 ___ no, when devices fail, we wait for service or place an
 order for new equipment

How do you manage equipment failures in the field (mobile workers)? ___ internally, we send a technician to the site for repair
 ___ we dispatch manufacturer's technician to the site for repair
 ___ our service provider swaps the failed device with a next-day replacement and has the user return the failed device to them

What is your average downtime (mean time to repair)? ___ less than a day
 ___ 1 business day
 ___ up to 3 days
 ___ more than 3 days
 ___ other _____

How are support calls managed? ___ internal helpdesk
 ___ outsourced helpdesk
 ___ no help desk

If your technical support isn't delivering reduced downtime and the best of care for your user community, let us know.

Call us at 732-659-6035 ext. 10