



## **TSH Client Memo**

**To: TSH Client**

**RE: Additional service offerings**

Dear TSH Client,

We are pleased to announce our new partnership with Quikteks LLC, a *Microsoft Gold Certified* Network Integration Company servicing the NY/NJ area. Our partnership with Quikteks allows us to extend our service offering to include remote and onsite service for your entire network; which includes Servers, PCs, Firewalls, Backups, Routers and Switches. Whether it is troubleshooting a PC issue or a complete upgrade of your entire network, the TSH/ Quikteks partnership has you covered. Furthermore, full Network Support packages are now available for low fixed monthly costs, helping you to control your IT budget and better maintain your technology.

### ***It's easy!***

As a current TSH client, there are no new contracts to sign and billing will continue to come from TSH! Simply contact [support@tshinc.com](mailto:support@tshinc.com) to initiate a service ticket or contact David Fertig, VP of Technical Services for more information.

*As a courtesy to our clients, we are offering a Free Network Assessment to evaluate the overall health of your network; contact us to schedule your appointment!*

### ***Here are just some of the services we are providing:***

- *Network Assessment and Documentation*
- *Security & Vulnerability Assessments*
- *Managed Services- affordable IT solutions for Small Business*
- *Project work- Network Upgrades*
- *Network Security- Firewalls & Anti Virus*
- *Server Installation & Maintenance*
- *Microsoft Exchange expertise*
- *Professional Help Desk*
- *Remote Support and Problem resolution*
- *Preventive Maintenance*
- *Data Backup Solutions*
- *Disaster Recovery Solutions and Offsite Backup*
- *Technology Purchasing- Hardware and Software*

## *Introducing Managed Services- Affordable high-end IT infrastructure!*

What if small and mid-sized businesses could benefit from the same high-end infrastructure of a Fortune 500 company, at an affordable fixed price?

Now they can, with **TSH/Quikteks Managed Services**. TSH/Quikteks delivers a comprehensive suite of IT management and security services to their clients - all for a flat monthly rate. With Managed Services, companies can focus on their businesses, not their technology.

### **The Managed Services Program includes:**

- *Remote monitoring of the company's core technology components*
- *Experienced, certified engineers*
- *Help Desk via phone and remote support*
- *Guaranteed response time*
- *Automated software updates and patches*
- *Intrusion detection*
- *Anti-virus and anti-spam administration*
- *Data backup services*
- *Preventative maintenance*
- *Performance analysis*
- *Reporting*

### *Imagine the benefits:*

- ✚ *A stable IT infrastructure you can rely on*
- ✚ *Security systems that will eliminate downtime from viruses and other malicious attacks*
- ✚ *More productive employees*
- ✚ *Ensured safety of your corporate data*
- ✚ *Stable and predictable costs to manage your IT infrastructure*
- ✚ *Accurate, up-to-date IT systems documentation*
- ✚ *High-caliber resource planning and disaster recovery measures*