



Support for your
IT Infrastructure



Welcome

Welcome to TGC Computers Ltd.

TGC Computers is one of the fastest growing IT infrastructure and support providers in the UK. Specialising in the installation, integration and maintenance of leading IT Infrastructure and data systems on a nationwide basis, TGC Computers continues to provide users with unrivalled levels of service and support.

TGC Computers is an organisation supporting users 24/7/365 allowing them to concentrate on new business while TGC Computers supports their systems and networks. Covering Server, Storage, Desktop, Printer, WAN, LAN, Wireless, Security and IP telephony technologies TGC Computers provide infrastructure support on all the leading vendors. TGC Computers are continuing to become a preferred supplier to every size of business from start up to multi-site organisations.

TGC Computers also provides professional & technical services for all the leading manufacturers including HP, IBM, Sun, Dell, Cisco, Nortel & 3com. We are able to offer support for new or refurbished equipment and can also extend the cover on your equipment at the end of its existing maintenance contract, regardless of whether it has been covered by TGC Computers previously.

We are committed on delivering the highest service levels that our clients demand and expect in order to keep their systems down-time to a minimum and improve your overall operational efficiency.





“The support from TGC was second to none and we would wholeheartedly recommend them.”

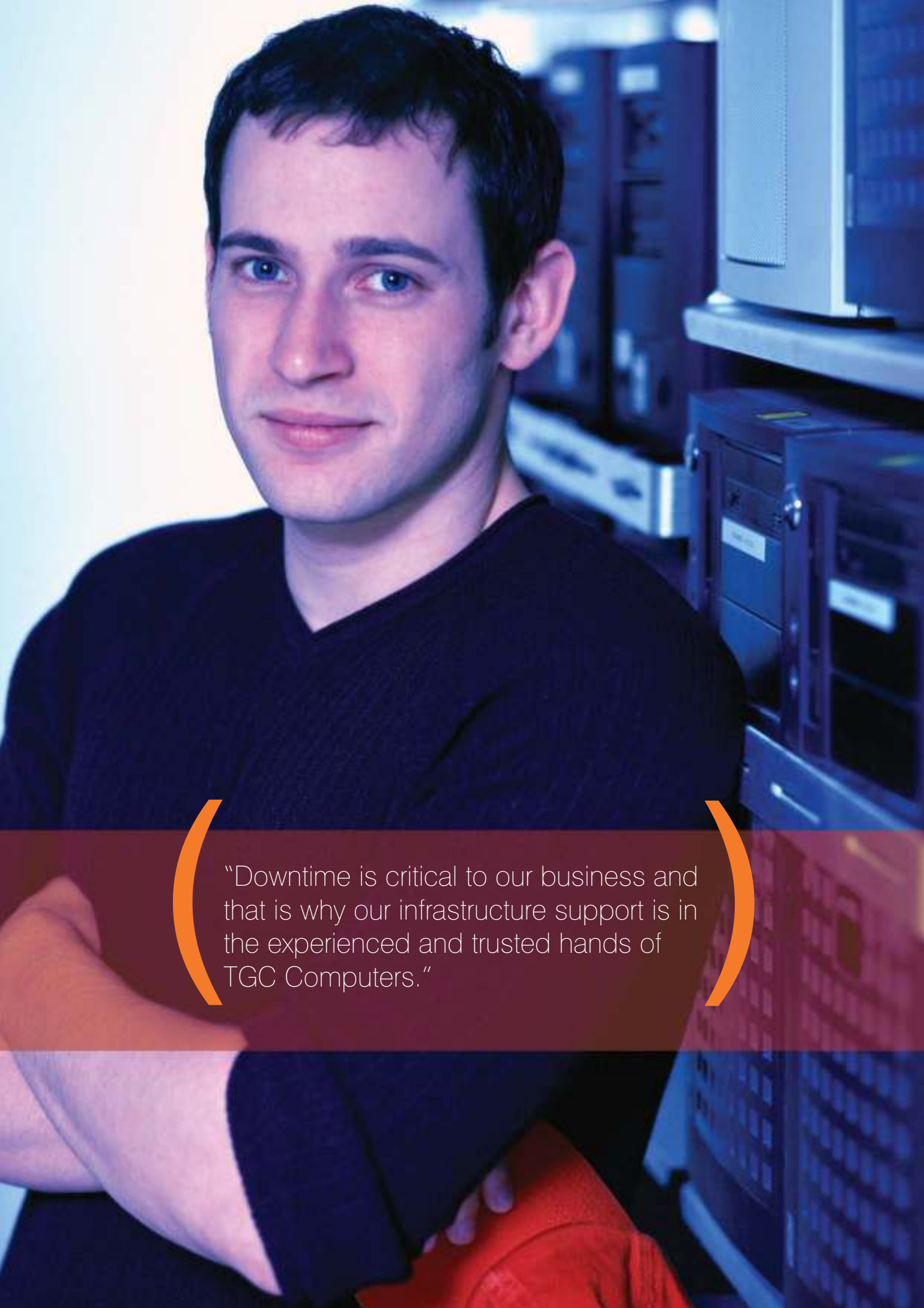
Our approach

At TGC Computers we aim to provide our Customers with the best service and support through single-point-of-contact solutions. These solutions offer easy and reliable access to our experts. We understand that people and processes are as important as the products.

TGC Computers are proud of the impact we have had in helping all our Customers manage their systems. We always listen to Customers' on the issues and challenges that they face and aim to provide them with not only support but workable solutions that ensure they maintain and improve their competitive advantage.

The benefits to organisations for outsourcing their Infrastructure support to TGC Computers include:-

- > All TGC Computers maintenance plans are carefully coordinated and executed to provide the Customer with security and peace of mind.
- > TGC Computers provides an equipment inventory of maintained hardware, and focus meetings are arranged to discuss the clients' current and future requirements.
- > Speed and agility are essential; with TGC Computers unrivalled logistics setup, we are able to provide cost effective solutions to customers' by utilising our expansive spares holdings and locations.



“Downtime is critical to our business and that is why our infrastructure support is in the experienced and trusted hands of TGC Computers.”

Technical expertise

TGC Computers believe that knowledge is everything and that is why we put vast amounts of resource into training and developing our technical team of engineers, consultants and product managers with all the latest technology so you benefit from our expertise.

Systems and Network Installation

In order to offer a higher level of competitiveness, a systems installation has to offer optimum efficiency at a minimal cost so you can ensure maximum return on investment.

You can be assured that TGC Computers plan each installation in detail using the latest technology and methods available. Our advice and specifications are based purely on our technical knowledge coupled with your criteria and budgetary limits.

All TGC Computers engineers have an in-depth understanding of how systems and networks are arranged and hold the relevant accreditation and experience for the work required. Each new installation is individually and thoroughly prepared by a team of engineers with a wealth of experience gained from years of performing installation services from simple half day projects right through to full time managed on-site services.

Systems and Infrastructure Maintenance TGC Computers maintenance packages have been designed for a broad range of business models. Our unrivalled, flexible support ensures that whatever the size or requirement of your business we can provide a workable and tailored solution.

TGC Computers provides a wide range of affordable maintenance and support options, these include:-

Guaranteed fix times –

TGC Computers can provide a guaranteed fix time from 2 hours up to 16 hours.

Help Desk -

TGC Computers operate a 24/7 help desk offering remote diagnostics. All calls are logged and tracked internally.

Managed Services –

TGC Computers can monitor networks constantly, responding to problems as they arise.

Network Audit

It always proves difficult to obtain the required level of technical information at a point when time is critical and tight deadlines have to be met. TGC Computers look to alleviate this headache by becoming part of your team and we can offer professional advice on how you need to plan, implement, run, and maintain an efficient network environment.

Services

Field services

- Maintenance - hardware 'break fix'.
- Voice and data networks.
- Dedicated 24 hour support helpdesk.
- UK and Ireland coverage.
- Guaranteed response and fix times.
- IMACS (Installs, Moves, Additions, Changes).



Systems supported

- Storage, PC, servers, printers, comms
- Complete Wintel environment.
- Network environment.
- Flexible service levels i.e. Engineer only, resource only, parts only and logistics only, or include both.
- Epos, Tablets and Peripherals.

Infrastructure services

- Qualified engineers - all our engineers hold the relevant qualification.
- Project works: design, pre-stage, installation & documentation. Server, desktop and LAN refresh.
- LAN and WAN.
- Voice and Data Networks.



Supported vendors include:

- Hewlett Packard, IBM, Dell, Sun, Canon, Lexmark, Cisco, Nortel, Nokia, Extreme, Avaya, Draytek, Gandelf, D-link, Chase, Cabletron/Enterasys, Lucent, Netgear, Pearle, Planet, Sonicwall, Watchguard, Zyxel, Apple, Fujitsu, Wincor, NCR, Compaq, Epson, Toshiba, Aures, Zebra, Canon, Tally, TEC, Tectronics, OKI, Brother and Samsung.

Systems and Network management

- Systems monitoring.
- Networking monitoring.
- Performance and capacity audits.
- Software upgrades.
- Managed service.



Systems supported

- Servers and desktops.
- Communications - LAN/WAN, IP telephony, Security .
- Wintel based platform.
- All network components.

Professional services

- Project management - consultancy, Infrastructure deployment.
- Health Checks.
- Engineering - Server, Desktop, Printer, Network, Cabling.



Systems supported

- Communications - LAN/WAN, IP telephony, Security .
- Wintel - Microsoft, Active Directory, Exchange.
- PC Servers.

Engineer levels

Level 1

Entry level grade for junior engineers.
Working to CCNA/MCDST/A+ with field experience.
Can handle basic fault finding hardware/software.



Level 2

CCNA/MCSA qualified with field experience and at least 2-3 years field experience.
Can handle fault finding on a wider range of equipment, installation and configuration of OS.
Dell DSP.



Level 3

CCNP/MCSE qualified with at least 3-4 years field experience, complex fault finding, basic system design.
Dell DSP.



Level 4

At least CCNP/MCSE level with over 4 years field experience, project management, complex fault finding, complex system, 3rd line. Broad skill set.
Leadership skills.
IBM System X Certified.



Level 5

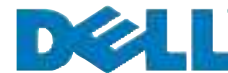
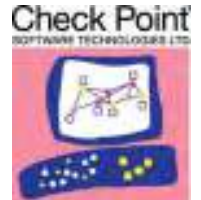
CCNP, CCVP, CCSP, CCIP / MCSE Consultant Level with 6+ years field experience. As above plus Team Leader, Pre Sales. Area of specialisation. Prepare and implement training.
HP Blade Centre ASE. VMware VCP. Citrix CCA.



Level 6

CCIE Voice, Security and Routing/Switching qualified.
As above plus Team Leader, Pre Sales. Area of specialisation. Prepare and implement training.

Vendors supported



TGC Computers Repair services

A UK multi vendor-repair facility.

Unfortunately it is a fact of life that things breakdown, and when they do it is inconvenient. That is why we believe our repair facility is a critical function within TGC Computers complete services offering. We aim to provide Customers with a fast, flexible and cost effective UK repair solution which minimises downtime. Some of the typical repairs undertaken include;- Battery pack repairs and the repair of Logic boards, Print heads, Flash circuits, Ethernet ports, Memory circuits, Interface circuits and Serial interfaces.

Strategically located across the UK, our distribution centres deliver cost and process efficiencies that include stockholding for spare parts and centralised logistics. Using the UK repair facility, our engineers are able to deal effectively with your Router, Switch, Server, Laptop, Printer and Hub repairs on all major vendors including Cisco, 3Com, HP, IBM, Sun, Canon, Lexmark, Avaya, Nortel, Polycom, Nokia and Juniper. We are confident of our capabilities and, in the unlikely event that we can't fix it - you won't pay for it!

Repair options:

Priority

Items classified as 'priority' are dealt with immediately upon receipt at one of our repair facilities, and we aim to turn these around within 48 hours.

Standard

A standard 5 day turnaround service.

Our engineers employ strict quality control procedures throughout the repair process. These include thorough screening and virus detection/ removal on receipt and functionality testing prior to dispatch.



Key benefits of TGC Computers services include:

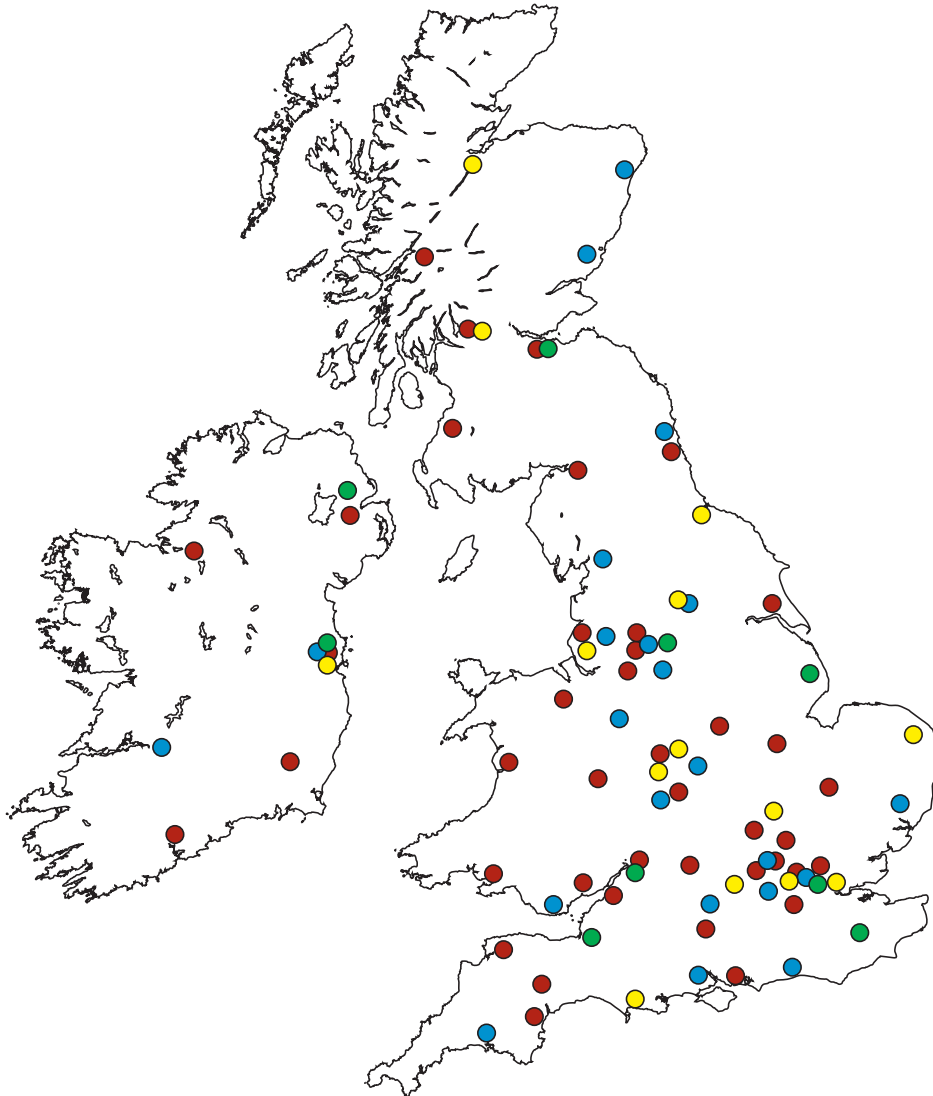
- > Coverage across the UK
- > No fix - no fee
- > 90 day return-to-base warranty
- > 12 month extended warranty option
- > Component level repair
- > Strict & rigorous ISO9002 quality control processes throughout
- > Manufacturer approved diagnostic/test technology
- > Soak testing
- > Electrical safety testing (PAT) option
- > Full traceability & statistical reporting
- > Optional repackaging and labelling of all repair items
- > Complete confidentiality & data protection guaranteed



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Engineer locations



Location	Description	Total
●	Comms Engineer	45
●	Cross discipline Engineer	22
●	Desktop Engineer	14
●	Senior Engineer	9

Engineering description

- > Comms Engineer = CCNA - CCNP level engineers
- > Desktop Engineer = MCDST or other Desktop / Server certification
- > Cross Discipline Engineer = Comms Engineer + Desktop Engineer
- > Engineering spread correct at date of publication

IT support & maintenance services

TGC Computers is fast becoming recognised as one of the leading IT maintenance providers across the UK and Ireland. TGC Computers can provide support for all elements of IT infrastructure including Servers, Storage, Desktop, WAN, LAN, Security and IP telephony incorporating all the leading vendors including HP, IBM, Dell, Sun, Cisco, 3Com, Nortel, and Extreme Networks.

All TGC Computers support services are delivered by utilising the comprehensive range of skills and resources held within a dedicated 24x7 technical assistance centre based in the UK.

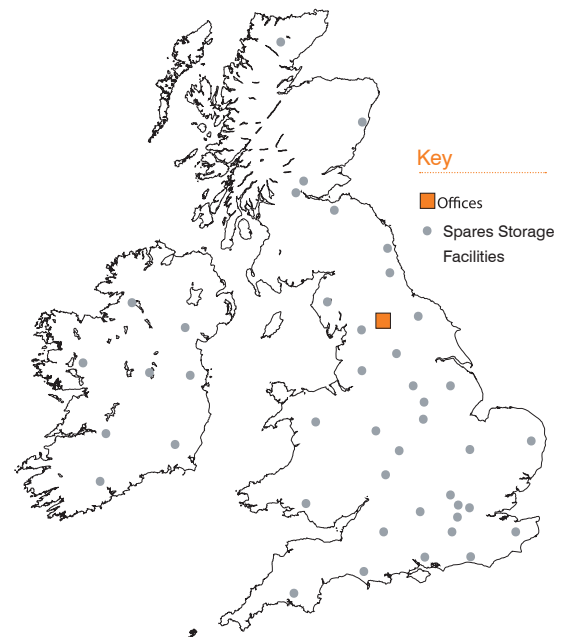
Services include:

- > UK & Ireland coverage
- > A single point of contact for all related incidents
- > Guaranteed responses and fixes within defined service level agreement
- > Access to 48 spares locations
- > Extensive spares resource
- > A vast network of skilled and accredited field based engineers backed up by specialist consultants
- > 24x7 Service Desk and call logging facility
- > Service delivery management
- > Remote and onsite trouble shooting services

TGC Computers provide high level technically accredited engineers and consultants for supply and integration of IT infrastructure across all foremost manufacturer technologies including:

- | | |
|-----------------------|---------------|
| > HP | > Extreme |
| > IBM | > Nokia |
| > Dell | > 3Com |
| > Sun | > Axis |
| > Canon | > Baystack |
| > Konica Minolta | > Draytek |
| > Lexmark | > Gandelf |
| > Cisco | > Check Point |
| > Allied Telesyn | > Zyxel |
| > Avaya | > Planet |
| > Cabletron/Enterasys | > Perle |
| > Watchguard | > Newbridge |
| > Juniper | > Netgear |
| > Chase | > Lucent |

Offices and spares locations



TGC Computers is committed to delivering the highest standards in support services. Providing you, our Customers, with unrivalled levels of service and support in order to minimise downtime and increase both user and overall operational efficiency.



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Infrastructure

Another major addition to the TGC Computers service portfolio is the ability to provide UK cover for all our Customers. Coupled with our Ireland coverage TGC Computers now have one of the most extensive support packages available.

As companies are working in across geographic borders with regional offices, UK wide support is becoming more and more relevant and it is important that we can support these requirements.

This move from TGC Computers illustrates our continuous development of the services we provide and is just one area where we have acted on Customer demand and requirements.



GPS Tracking



TGC Computers understands the importance of keeping IT systems operational and as part of our support packages we have developed this revolutionary tracking service.

TGC Computers GPS tracking is a web-based service for tracking field support engineers. TGC Computers GPS tracking is a web-based system designed for the tracking of TGC Computers field engineers throughout the UK via the TGC Computers control centre. The service has been designed to track the mobile phones and PDA's of TGC Computers engineers enabling the TGC Computers control centre to keep clients informed of ETA's, Real time positioning, Response times and Engineer reports.

TGC Computers GPS tracking functions

- > Real time positioning
- > Area surveillance
- > Speed surveillance
- > More accurate ETA
- > Arrival alert
- > Response times
- > Support updates to field engineers
- > Reporting

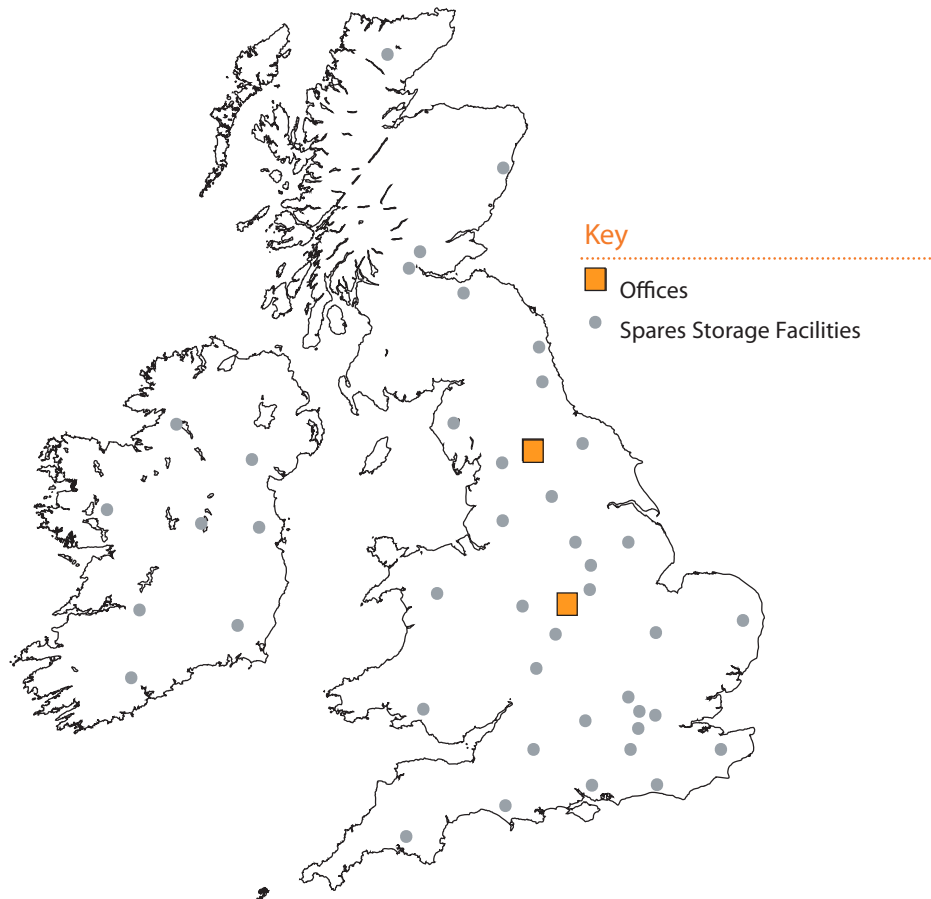
Web based GPS tracking system

This high-end tracking platform is one of the most advanced tracking systems available and builds upon over 10 years of tracking experience, allowing TGC Computers to work closely with their clients and ensure that all their requirements are being achieved.

TGC Computers GPS tracking enables TGC Computers to have maximum visibility of our Customers networks, ensuring that first level support is efficiently implemented and downtime is kept to a minimum at all times.



Office and Spares Storage Locations



Your next move...

If you're looking for an IT systems and Infrastructure support organisation capable of providing your business with the highest level of support at the most competitive of prices then TGC Computers is the company you should be talking to.

Tel: +44 (0) 845 257 8017

Email: sales@tgccomputers.co.uk

“Exceeding YOUR expectations.”

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