

TM | MANAGE Focus on Your Business

Free up your time and resources for your own business priorities instead of being distracted by IT. Tech-MAR has deep expertise in a broad range of technologies and a core competence in maintaining high availability of IT.

Is Information Technology Your Core Business?

No, probably not. As you manage your business, you invest in IT to increase your operational ROI. Trouble can arise, however, when you or your team are distracted from your core business initiatives because of IT issues. Maybe IT support and management are being performed by employees who have multiple duties, which can impact both their ability to deliver in other areas, as well as the overall quality of IT support.

Partnering with Tech-MAR to take care of your IT means you can focus all of your resources on your primary business operations, maximize revenue, and be more efficient.

Tech-MAR can provide affordable, best practices monitoring and management of all your IT assets, including systems, software, network, mobile devices and virtual resources. We'll also be informed with automated alerting of any event that may affect the normal operation of your technology systems.

When there is a problem, we can accurately diagnose and resolve most issues through rapid remote remediation that takes much less time than onsite visits, saving you the often considerable costs of downtime.

With all the IT health and performance data that 24 X 7 monitoring captures, we are better positioned to help you optimize configurations, manage system and software versioning, and eliminate costly and obsolete equipment.

Benefits of TM | MANAGE

- ✓ Increased uptime
- ✓ Increased performance
- ✓ Predictable IT costs
- ✓ Increase staff productivity
- ✓ Reduce labor costs
- ✓ Reduce exposure to security risks
- ✓ Focus on your business
- ✓ Access to a wealth of IT knowledge
- ✓ Extend life of existing equipment
- ✓ Adds measurable business value

Low
Monthly
Cost

TM | MANAGE Solution

Our TM | MANAGE Solution features all of the following managed services for your organization included in a fixed monthly rate:

- Remote Monitoring and alerting
- Asset Management and Inventory
- Asset Licensing Compliance Management
- Proactive/Reactive maintenance
- Security and Application Patch Management
- Endpoint Security
 - Antivirus
 - Web Protection
 - Antispam
 - Content Filtering
- Email Security
 - Content and Compliance Filtering
 - 1 Year Compliance Archiving
 - Antivirus/Antispam
 - Continuity/Disaster Recovery
- Mobile Device Management
- Online Backup (100GB/PC, 500GB/server)
- Support
 - Unlimited Remote Helpdesk Support
 - Online Support System
 - Onsite Proactive Service Schedule
 - Monthly Support Reports and Metrics analysis
- Network Administration
 - Proactive Technology Management
 - Best Practices Deployment/Audit
 - Monthly Execution/Risk Reports
 - Dedicated Administrator
- Virtual CIO
 - Policy/Procedure Development
 - Strategy/Business Impact
 - Budget Assistance/Preparation
 - Design/Development assistance
 - Quarterly Executive Summary
 - Onsite Business Reviews
 - Onsite Annual Overview

TM | MANAGE • Focus on Your Core Business

The Advantages of Tech-MAR Expertise

Tech-MAR delivers best practices monitoring and management of all your IT assets with the use of hundreds of available daily, hourly or even 5 minute TM policies. TM policies are sets of monitoring and alerting rules that are designed to provide Tech-MAR with proactive notification of potential issues. TM policies help ensure that everything in your IT environment is being effectively monitored and alerted on, and puts performance-related data at our fingertips. Detailed, accurate data also helps expedite diagnostics and resolution when IT issues do occur.

Deployment of the lightweight TM agent is as simple as a few clicks or can be automated for all your systems, and has no impact on your systems or operations once the full synchronization completes within the first few hours after installation.

- A regularly maintained IT environment means fewer failures, yielding higher productivity and savings on support costs for you.
- TM | MANAGE reduces your exposure to security risks and frustration from unstable IT resources. It allows you to focus on your core business functions by taking the worry out of maintaining your computer network.



The Do-IT-Yourself Scenario

- An IT problem occurs.
- You discover the problem.
- Team member sets aside core business tasks and begins investigating and researching the problem.
- Best case: Problem is diagnosed accurately and resolved promptly on first attempt.

Worst case: Problem requires multiple attempts at diagnosis and resolution; team member who attempts to fix the problem accidentally aggravates it; parts or external services must be ordered.

- Problem is resolved.

RESULTS

- If the best case unfolds, one or more resources are taken off core business activities for partial or full duration of problem diagnosis and resolution, resulting in loss of productivity.
- If anything less than the best case unfolds, significantly more time is required to resolve the issue, resulting in more lost productivity on core business activities.
- In the worst case, additional, unplanned expenses are incurred, including the costs of downtime: reduced productivity and lost opportunities.

The Managed Services Scenario

1. Tech-MAR is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place.
2. Tech-MAR instantly and accurately diagnoses problem in the Service Center.
3. Tech-MAR conducts rapid remote remediation from the Service Center and resolves the problem, in many cases before you may even be aware there is an issue.

Tech-MAR gives you comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting.

RESULTS

- You get the right technology expert on the job from the start, with fast, reliable resolution
- Your team stays focused on core business activities
- Many issues are detected and resolved proactively before you even notice
- Downtime is significantly reduced or even eliminated, with no more costly surprises



Main: (281) 990-3007
Sales: (281) 990-3011
Support Hotline: (281) 500-9680
Sales: sales@tech-mar.com
Website: www.tech-mar.com

The Advantages of Tech-MAR Expertise

Tech-MAR is made up of highly experienced, professionals skilled in supporting and maintaining simple to highly complex technology environments. Due to many decades of experience in the technology and business space, we are able to work with your organization to ensure your technology is appropriately aligned with your business.

Our goals are simple, provide our customers with the right people who can guide and assist your organization in a collaborative way to ensure every project meets your goals. The “end result” is our most important priority.

TM | ALIGN does just that when it comes to projects needing specialized assistance with business issues as its proprietary process will “ALIGN” with your business requirements with your “end result”.

Below are a list of some of the areas where Tech-MAR can assist with business alignment:



TM | ALIGN Practice Areas:

- Global and local Network Infrastructure Architecture design and implementation
- Wired network, wireless, satellite and telephony
- Office Moves, Migrations, Closures
- Mergers and Acquisitions
- Information Security strategy, design and implementation
- Regulatory compliance assessments and Auditing
- Datacenter architecture, design and implementation
- Server and Virtualization, design and implementation
- DR/Business Continuity architecture, design and implementation
- IT voice and data systems architecture design and implementation
- IP Based Video Surveillance design and implementation
- IT project, M&A and integration management
- Service Desk and Customer Service solution design and implementation
- Microsoft solutions design and implementation
- Mobile worker and mobile device management
- Outsource and Cloud solution design and implementation
- Carrier and Vendor selection and management
- IT contract negotiations
- IT hardware and software asset management
- Privacy Sound Masking Solutions
- IT Staff Augmentation
- and much more...



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TM | RECOVER • Security, Business Continuity, and Disaster Recovery Services

The Advantages of Tech-MAR Expertise

Tech-MAR's TM | RECOVER practice provides organizations with a direct line of Business Continuity and Disaster Recovery services including managed solutions to prevent and protect organizations from everyday operational failures to natural disasters and complete operational failures of an organization. The intent of TM | RECOVER is to partner with an organization to help build an organizational recovery solution for its business, whether that be a simple offsite backup solution or a fully redundant, automated failover solution to prevent even the slightest amount of downtime of operations.

Tech-MAR includes Security within the TM | RECOVER practice as with security and recovery, there are three distinct parts – planning, prevention and recovery. In order to properly maintain a solid security posture, an organization must have a plan first, then implement preventative measures that meet its requirements from both a risk and budget perspective. Finally it must have proper plans, procedures and solutions in place to mitigate risk if security is compromised. Both security and business continuity have similar processes and therefore Tech-MAR utilizes its many years of experience to provide your organization with the optimum solution that will meet your objectives.

As with other TM practice areas, we have vast experience designing, implementing and maintaining secure technology solutions. In addition, we have seasoned professionals who can assess and audit your environment and work with you to create mitigation strategies, overall business security plans and processes as well as build for or assist with policies and procedures.

TM | RECOVER Solutions:

- Managed Web Security
- Managed Email Security
- Mobile Device Management and Security
- Managed Firewall and SIEM services
- Managed Antivirus
- Managed Online/Offsite Backup
- Patch Management
- Managed Business Continuity Services
- Managed Disaster Recovery Services
- Managed Network Security Services
- Managed PCI and HIPPA Compliance
- Security and Vulnerability Risk Assessments
- IT Risk Assessments, including PCI, HIPPA
- IT Network Assessments and Change Management
- IT Security strategy planning and development
- Proactive Monitoring and Alerting
- 24x7x365 Support option
- Security and Business Continuity Hardware
- Privacy Sound Masking Solutions and Implementation Expert



Certified Information
Systems Security Professional



Certified Information
Systems Security Professional

ISSEP Engineering

Managed Security Service

1. Tech-MAR engages with you to understand your risks and develop a working plan
2. Tech-MAR develops plan with you and assists to implement plan or fully implements for you
3. Standard, recurring audits and tests are completed on a defined schedule
4. Regulatory compliance testing and documentation is performed and documented
5. Tech-MAR is alerted before or as a problem occurs because best practices 24 x 7 x 365 monitoring and alerting will be in place
6. Tech-MAR instantly and accurately diagnoses problem and determines resolution or mitigation
7. Tech-MAR conducts rapid remote remediation or schedules onsite visit and resolves the problem as quickly as possible, in many cases before you may even be aware there is an issue.
8. Tech-MAR will provide incident assistance during and after an incident occurs to ensure the effect on business operations are minimized
9. Tech-MAR will provide incident response and remediation reports that detail the incident and its resolution

Tech-MAR will provide comprehensive reports every month and quarter to show work performed, identify issues, and support optimized IT budgeting.

RESULTS

- You get the right technology expert on the job from the start, with fast, reliable resolution
- Your team stays focused on core business activities while Tech-MAR resources monitor and maintain for you
- Many issues are detected, prevented or resolved proactively before you even notice
- Downtime and risk are significantly reduced or even eliminated, with no more costly surprises to rectify
- Cost of mitigation is reduced due to immediate action and reduction of opportunity for risk to spread



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The Advantages of Tech-MAR Expertise

Tech-MAR's TM | CLOUD practice is designed to help you get through the hassle of understanding every "CLOUD" offering on the market or which one specifically meets your needs. We have developed a solid understanding of the cloud concepts and offerings, including the security aspect, and can help you navigate through the offerings to ensure you end up with the most appropriate solution for your business and budget requirements.

As with other TM practice areas, we have vast experience designing, implementing and maintaining Cloud solutions therefore providing you with expedient, cost effective migrations to the services your organization needs. In addition, we have seasoned professionals who can assess and audit your current environment to provide you with potential options and recommendations for moving to the cloud and will work with you to create migration strategies. Tech-MAR can even provide many Cloud solutions, even private solutions hosted in Tech-MAR's business datacenter to provide you with a "private" cloud to host your systems while controlling monthly operational expenses with flat-rate solutions.

TM | CLOUD Solutions:

- Office 365
 - Email and messaging
 - Sharepoint
 - Microsoft Skype for Business
 - Microsoft Office
- Microsoft Azure
- Amazon AWS
- TM | Cloud Private and Public Datacenter – move your systems to our own TM Cloud Datacenter
- Hosted Virtual Servers and Virtual Desktops
- Hosted Virtual Applications (good for older applications that cannot run on new operating systems)
- Website hosting and Design
- Managed VPN and private connectivity
- Internet/Network Connectivity Options
 - Broadband
 - Private Lines
 - MPLS
 - Voice/SIP
- Managed Firewall and Security Event Management



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The Advantages of TM | VOICE

Tech-MAR's TM | VOICE solution provides a fully hosted and managed phone system so you can focus on your business as opposed to worrying about a phone system and in most cases we can cut your communications cost in half or more. Let us show you how we can implement an executive, feature-rich phone system without all of the on premise equipment. Our solution comes complete with the following benefits:

- Peace of mind – no more support calls with your phone vendor or service provider
- Reliability – multiple layers of redundancy to ensure service
- Accessibility/Portability – phones can be located anywhere there is an internet connection and be an extension of your system
- Cost Savings – Any phone extension can dial within the system at no cost even if the phone is on the other side of the world
- Security and Compliance – Tech-MAR can provide secure communications to comply with most government regulations
- Enhanced Features (normally additional cost with other providers)
 - Mobility Clients (software phone on your PC)
 - Mobile Apps (iPhone, Android, Windows Phone)
 - Audio and Video Conferencing
- Trusted by many organizations of varying sizes - See customer list →
- Award-winning solution – See award list →



TM | VOICE Included Features:

- Feature-rich Enterprises cloud PBX
- All standard features – call forward, routing, voicemail
- Music on hold
- Call tree/Auto Attendant (IVR) – press 1 for sales, press 2 for accounting, etc
- Unlimited Extensions – pay only for number of simultaneous calls
- Inbound Fax to email included
- Supports most SIP phones, lower cost per phone
- Intercom/Paging
- Central phonebook
- Call Recording (all lines or individual)
- Web-based management of extension settings
- Presence indicators show status of others
- Click2Call – place on website to enable customers to call you from website
- Call Reporting
- Receptionist/Switchboard console
- No move, add or change costs for new extensions
- Microsoft Exchange and multiple CRM integrations – requires pro subscription
- Integration with Accounting system
- Web Conferencing included – minimum 10 licenses included

**REDUCE YOUR COST
BY 50% OR MORE!**

