



Technology Business Solutions

Recognize, Respond, Resolve

3000 Atrium Way / Suite 108
Mount Laurel, NJ 08054

USA – 800-719-8324
UK – 44-203-318-2006



MANAGED SERVICES

Cloud Virus Protection – Integrated security for Endpoint, Mobile and Web. Sophos Cloud is the only unified solution that integrates endpoint protection for both Mac and Windows.

Cloud Backup – We do it all; from Exchange to Windows; including but not limited to Linux and Mac.

Office 365 – Complete integration and migration services, backend configuration, single sign on and end user setup services.

Cloud Active Directory and Security – Cloud based networking for hybrid enterprises. Total control over remote workers, cloud workloads and devices.

Cloud Encryption – End to end drive encryption managed from our cloud control panel.

www.tbsnetworks.net



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ONSITE SERVICES

Our goal here at TBS is to eliminate complexity, while implementing an accessible, agile and efficient infrastructure that is focused on solutions which also align IT with your business objectives.

- TBS goes above and beyond when it comes to our onsite support staff; we deploy an entire support infrastructure. Our in house staff is not only knowledgeable and certified but they are available 24 hours a day, 7 days a week to assist with your needs.
- We offer comprehensive outsourced onsite and helpdesk services to customers who require a full service technical resource center and/or help desk.
- TBS operates effectively with various configurations whether it be an entire IT department, a centralized service desk for front line support, supplemental support for high end projects or a combination of any of the above.

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HELPDESK SUPPORT

24/7 IT SUPPORT – helpdesk@tbsnetworks.net

- TBS Helpdesk Support accompanies our onsite services by providing immediate remote helpdesk support for issues that need to be addressed quickly. We pride ourselves on having a response time of 30 minutes or less.
- We specialize in providing helpdesk support for medium and large enterprise firms, as an addition to an already existing helpdesk staff as well as customized phone and ticket tracking portals.



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NETWORK ADMIN EXPERTISE:

- Windows Server 2000-2012 R2; all versions
- Hardware RAID: alert notification set up, configuration and troubleshooting; as well as Software RAID
- Backup Software – Backup Exec, Symantec Backup and Windows Server Backup; as well as others
- Restoring of files from Backup
- Active Directory Management: Domains & Trusts, Remote Access and Desktop Services, Role & Feature Configuration Management, Server Manager, Sites & Services as well as Users and Computers
- Firewall Management: Barracuda, Cisco, Checkpoint, D-Link, Juniper, Linksys, Net Gear, SonicWALL and WatchGuard
- IPSEC VPN Tunnel Management
- VPN Service Management
- Microsoft SQL Server Management

HELPDESK SUPPORT

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DESKTOP EXPERTISE:

- Microsoft Windows 2000-2010 Operating Systems
- Mac OSX 10.0-10.9
- Microsoft Office 2000-2013; including Office 365
- Adobe Acrobat 6-11; Standard and Professional; including Creative Suite
- Intuit QuickBooks; all versions
- Antivirus Clients – AVG, Kaspersky, McAfee, Malwarebytes, Norton/Symantec and Sophos
- Web Browsers including Apple Safari, Google Chrome, Internet Explorer and Mozilla Firefox
- ACT Contact Management
- Sage FAS Products
- SAS
- Pertrac CMS
- VPN Client Software
- Citrix Receiver
- Remote Desktop Services and Clients
- Printer Support
- Virus Remediation and Removal
- Desktop Maintenance – monthly and quarterly programs available

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