

Trinity Network Consulting

I. Purpose and Objective

The purpose of this document is to outline the services offered by Trinity Network Consulting and how those services can drastically improve the way Information Technology is used within your business.

II. About Trinity Network Consulting

Trinity Network Consulting is an IT Managed Service Provider (MSP) owned and operated by Andrew Brauda. As a graduate of Georgia Southern University's Information Technology program in 2004, I have spent the past twelve years gaining valuable experience and skills that can be of great benefit to the technology needs within your business. With experience including low voltage cabling, desktop computer support, systems engineering, network engineering, and project management, I have been able to service and support the needs of businesses ranging in size from a few people to several thousand. I have experience in the medical industry, the private sector, telecommunications, and the federal government. With this valuable experience and skill set, it is my sincere desire to help small businesses in the local community deploy and utilize new and existing technology to maximize profitability and efficiency while minimizing downtime.

III. Identifying the Problem

A. Technology should work for you...WHEN YOU NEED IT!!

Like any new product or service, Information Technology can be confusing and frustrating when you do not have access to good support. Often, small businesses lack the personnel to deal with everyday maintenance and the upkeep of their technology solutions. Because of this, the company's existing technology can become problematic and slow, hindering day-to-day operations and profitability. This can also cause potential and current customers to become uneasy about the level of professionalism and knowledge of the business as a whole. For example, in a doctor's office scenario, if a patient enters a patient room to begin their appointment but the staff's computer system is down, that person can become irritated and is likely to find another provider for their needs. Once this happens, your staff



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is then forced to contact support, which can take several hours or days (sometimes weeks) to have someone come on site to identify and fix the issue. This can cause staff members to perform their jobs slower and with less proficiency as they try to overcome this obstacle as best they can.

B. Security is a Big Deal!

If you think your business isn't a target for a security breach, think again. The Identity Theft Resource Center has been tracking cases of data security breaches since 2005. During that time they have logged 6,079 identity breaches resulting in the exposure of 862,527,023 records containing Personal Identifying Information (PII) including medical records, social security numbers, driver's license numbers, and financial/banking information. In 2015 alone, there were 781 breaches resulting in 169,068,506 records being exposed. Out of those breaches, the top two categories for security breaches were Medical/Healthcare with 35.5% and the top category for security breaches was the Business sector with 39.9%.

IV. How can we help?

A. Immediate Technology Needs

Trinity Network Consulting is in the business of proactive IT management. It is the goal of Trinity Network Consulting to analyze your current IT environment, determine what immediate needs your business has as it relates to break/fix, management, and upkeep of your current hardware. Trinity Network Consulting will offer services that include but are not limited to:

- 24/7/365 support and monitoring of your entire computer network.
- Prevention of security and privacy issues that can arise from data theft, corruption, or data loss due to viruses and malware/spyware.
- Maximization of the speed, availability, and performance of your network.
- Current status reports of your network delivered to your inbox.
- Updating of all operating system patches, antivirus definitions, and spyware protection with no interruption to your daily operations.
- Frequent onsite visits to ensure the highest level of service possible.

B. Long Term Goals

It is our desire and ultimate goal in the long term to help you navigate options for upgrades and advancements in IT within your business. IT



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hardware generally has a lifespan of about 5 relevant years. Some hardware will last longer and some will not make it 5 years, but after 5 years, the advancements within the IT industry will have surpassed the capabilities of most existing hardware that is 5+ years old. We realize that since your business does not focus primarily on the IT industry, your staff does not have the time, resources, or expertise to properly analyze all of the available options and make the best decision for the long term growth of your business. Trinity Network Consulting would like to understand your current business needs and where you want to take your company in the years to come, research the IT industry market for solutions that will help you meet those goals in the most effective and least intrusive way possible for both your staff and your clients. We want to get to know your business, learn what your immediate and long term goals are, and get you on the right path to achieving those goals.

V. The Benefits Are Huge

- **You'll avoid costly repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing expensive network disasters from occurring.
- **You'll experience faster performance, fewer glitches, and practically zero downtime.** Some parts of your network will degrade in performance over time causing them to slow down, hang up, or crash. Our preventative maintenance and network monitoring will detect these problems in their early stages to prevent them from escalating into more expensive repairs and downtime.
- **You'll experience FASTER response times.** Because of the real-time, always available monitoring and support services offered by Trinity Network Consulting, we will have the ability to fix the majority of any issues that may arise remotely. If the issue cannot be resolved remotely, you will receive same day on site service, usually within the first hour.
- **Your staff members can perform at their highest potential each day.** Because of our 24/7/365 monitoring and support plans, when you open for business each day, you can rest assured that your computer network is ready for the day reliability.
- **Peace of mind.** As a business owner, you already have enough on your mind. Let Trinity Network Consulting worry about everything pertaining to your network security and reliability. You can focus on the needs of your



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clients and staff members without dreading “the call with support” that you have scheduled later that day for a broken system.

VI. Services Offered

As a Managed Services Provider (MSP), Trinity Network Consulting’s services are as follows:

○ Initial Site Survey and Complete Network Audit

Within the first few days of establishing the service, Trinity Network Consulting will be on site to create initial network documentation, as well as audit your network for potential problem areas including:

- Network security
- Data backups
- Virus protection
- Spam filtering
- Hardware integrity (check for pending failures)
- System performance and trends
- Overall network design and layout

○ Network Monitoring

This 24x7 service will allow us to watch every aspect of your network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items that will be monitored include:

- Server traffic and load
- Hardware integrity and reliability
- Storage space and availability
- Backup success and failures
- Antivirus protection
- Uninterruptable Power Supply (UPS) monitoring

○ Quarterly On Site Consultation

Every three months we will come on site to perform an extensive analysis of your network’s trends, security, and performance, as well as review your company’s goals and technology needs with you. This review will allow us to make specific recommendations for improving your network performance, office productivity, and help you plan and budget for future IT needs.



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- **Monthly Site Visits**

Every month we will come on site to ensure that your business needs are being met and to perform a thorough audit and tune up of your network. We want to be sure that you and your team members are happy and are able to do their work without the hassle of dealing with technology issues.

- **Spam & Antivirus Protection for All Users**

Our remote filtering service can stop 99% of threats to your environment. In the unlikely event that something does slip by, we will remediate the threat free of charge.

- **Unlimited Help Desk Support**

You can call anytime during business hours to speak with a technician about problems you may be experiencing or just for questions you may have about your IT environment.

These are just a few of the benefits that Trinity Network Consulting can offer you.

****As we make advances in technology, additional features will be added and made available to you either at no additional charge or at a tremendous discount for our existing contract holders.****

VII. Why Take The Managed Approach?

There is a common misconception that exists about the support of business networks: it is cheaper if I just pay by the hour when there is a problem. This couldn't be further from the truth. There are many reasons why it doesn't pay to take a reactive approach to managing your business network.

- **Waiting until there is a problem means downtime.**

If you wait until you don't have access to the resources that you need to perform your job correctly, it is too late. Revenue is lost by waiting on IT support to try to fix the problem, which many times can take hours or days depending on the extent of the damage.

- **Reactive maintenance leads to earlier hardware failure.**

Rather than getting the usual life out of your network equipment if managed and supported regularly, equipment that is left unattended becomes more open to current security threats such as viruses, malware, and spyware. Many times these types of threats can put added stress on a



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computer's hardware components, causing them to fail before their intended lifespan has ended. The result: you buy more hardware more often than you should.

- **You won't be ready for new technology.**

One of the great things about staying on top of your current technology is that it makes the transition to something new much easier. When new software or hardware becomes available, it is much easier and simpler to introduce that product into a network that is fully up-to-date. Many times when businesses attempt to add new technology to outdated and un-managed networks, there are compatibility issues that result in long hours getting all of the equipment updated and compatible. Sometimes this can take several days, or even multiple weeks if issues arise from the upgrades. Taking a managed approach, you change things slowly and gradually, as they are released and proven in the field, so that when the time comes, you'll be ready for anything.

VIII. Take Control of Technology

Trinity Network Consulting is ready to go to work for you, helping you reach your goals by maximizing the investment and use of your existing technology, and to assist in identifying emerging technology that can increase business performance and productivity. Please contact us today for your **free consultations** to see how we can start making technology work for you!



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