

“PROVIDING RELIABLE IT SOLUTIONS TO BUSINESSES FOR OVER 20 YEARS.”

Total Computer Solutions has over 20 years of experience in the IT industry serving businesses of all sizes in various industries. TCS has proven to allow companies to operate more efficiently, have sustainable growth through technology, and save money on IT services. At TCS we have a friendly and knowledgeable staff that is always dedicated to our customers. We promise to handle any situation, big or small, with professionalism and integrity.



Managed IT Services allows us to take care of your whole infrastructure for you. By doing this we would be taking care of all workstation, server, network device, and backup needs. Managed IT Services are great for companies who want to budget out a set amount each month to handle all of their IT needs.

Workstation Management:

With the workstation management we want to make sure that your workstation, whether it be a laptop or desktop, is properly maintained. Workstation management would include any services that need to be performed on the workstation, antivirus protection status and updates, remote desktop services, and machine performance monitoring. Also we will manage any software applications that your company may use to perform everyday work duties, making sure status on that software is valid and operating the way it should.

Server Management:

Server management is much like workstation management but an emphasis solely on your server. Just like your workstations we want to make sure they are properly maintained to get the most out of their life and performance capabilities. We manage both physical and virtual servers and will set up everything you need for your organization to work off that server. We also make sure antivirus is valid and performing like it should be, active directories are working properly, and monitoring of your server's performance is being done.

Network Device Management:

Monitoring your network devices allows us to perform maintenance on all network devices such as firewalls, routers, switches, wireless access points, etc. By doing this we make sure your network is staying active and you are getting top performance out of your network. You will receive troubleshooting help for any network problems staff may be experiencing, and installation and upgrade of network devices.



The alternative to the Managed IT Services model would be a break fix method. In the break-fix model when something goes wrong with your IT infrastructure you call us and we will come out and fix it. No contracts or hassle with monthly payments. Break fix is a classic alternative that a lot of companies have used for a number of years. There are advantages and disadvantages to this model, much like every model, but it might be suited for your needs. If you don't think you will require enough service and support to justify the monthly cost of a managed services approach then this is a great alternative.



Off-site backups are performed here at our location and allow you to keep all your critical data safe. Stored on highly encrypted machines your data will be backed up regularly and always stored safe. Off-site backups are one of the most crucial things for any organization. However, many companies don't think it will ever happen to them so they don't see this as a necessary expense. If that is you, here are some stats that might convince you otherwise:

25% of PC users experience data loss each year.

7/10 small businesses go out of business within one year of data loss.

96% of workstations in a business are not being backed up.

4.6 million instances of data loss occur every year in the US, resulting in 11.8 billion dollars in lost profit.



Our most popular option would be our custom built packages. Custom built packages could combine any number of the services that we offer. Whether it would be just providing help desk support for your regional location, or it would be managing your workstations with a number of other options. TCS will build the plan that is right for your needs. We prefer to build all of our clients a custom package just because we don't think that every business fits into a cookie cutter model. There might be a rare situation where it does, but almost every companies has different needs and concerns so we want to meet them the best we can.