



A SECURE AND HEALTHY IT INFRASTRUCTURE FOR PEACE OF MIND!

IN A DIGITAL UNIVERSE, OPTIMAL MANAGEMENT OF YOUR IT INFRASTRUCTURE REPRESENTS THE FOUNDATIONS OF YOUR CORPORATE PERFORMANCES:

- **Technical stability of your IT environment;**
- **Periodic preventive maintenance;**
- **Support through innovative expertise in your new projects.**

Focus your energy on your business projects and optimize your company's growth by entrusting your IT equipment management to our experts.

A proven turnkey IT solution.

Our team is at your disposal on our regular schedule, Monday to Friday, 8 a.m. to 5 p.m. Emergency coverage is also available as needed under the hourly rate terms described in the "Service agreement and hourly rates" section.

Visit our website at www.titechno.com for more information about our services and don't hesitate to come and meet us.



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titechno.com

Division of the CTRL Group



THREE LEVELS OF EXPERTISE ACCORDING TO YOUR NEEDS

Ti Technologies provides you with three levels of expertise based on the technical context you want to process:

TECHNICAL SERVICE



It is the primary technical service for any need (verification, installation, configuration, update, etc.) concerning your equipment or computer network.

PROJECT MANAGEMENT



Once your IT action plan is defined, this service is dedicated to your new IT projects' management and supervision or your annual maintenance plan periodic review. A senior technical advisor supports you and manages your technical team in place or takes full control of the interventions of our team of technical advisers deployed on your project.

ANALYSIS AND ARCHITECTURE



You have an idea, an IT project, and you need support to define technical specifications or architecture? A senior advisor supports you in analyzing your needs and developing the list of prerequisites and requirements to meet them. Subsequently, he can produce a reference document on the architecture and the recommended technological specifications for your project.



RIGOROUS TECHNICAL ASSESSMENT

Whether our assessment is carried out on request or periodically as part of a planned process (maintenance schedule), the methodology of **TI Technologies** is structured around five (5) fundamental axes:

- 1 The righteousness of your backup copies to guarantee, at all times, fast recovery of your transactions.
- 2 The management of access and security of confidential and critical information managed by your company.
- 3 The performance and reliability of your primary servers.
- 4 The performance and reliability of your workstations and peripherals.
- 5 The performance and reliability of your communication networks (LAN, WAN).

During an evaluation by our team, these five technological axes are assessed using a working grid unique to **TI Technologies**. Following our assessment, this grid is given to you for a portrait and your complete understanding of your company's IT situation.

Transparency guaranteed!

EQUIPMENT SALES AND AFTER-SALES SUPPORT

TI Technologies allows you to centralize your purchases of the most recognized computer equipment and office software in one place. A one-stop IT shop for your business: equipment and technical services!

All equipment, peripherals and computer components, as well as office software from the biggest brands recognized on the market, are offered to you by our team.

We support and accompany you during the manufacturers' warranty periods for any equipment purchased from us. Our service counter is at your disposal during our opening hours, and our technicians can also take care of defective equipment at your offices.

APPLICATIVE, OFFICE AUTOMATION, AND MANAGEMENT HOSTING SERVICES

If you are looking for a "private" hosting platform, **TI Technologies** offers you a flexible offer of services hosted in "private" mode at a very competitive monthly "Price/Service threshold" ratio:

- Implementation of an "MS-Office 365" office platform, including Microsoft Exchange emails.
- Transfer services of management applications, CTRL, Progident, and others, from a "Local" mode (servers at your offices) to a "Hosted" mode (servers at our offices).

SERVICE AGREEMENT AND HOURLY RATES

At **TI Technologies**, we believe in freedom of choice and a long-term relationship with your organization. Therefore, we have developed a commercial approach that reflects these values and adapts to your needs, big or small.

Whether you opt for a single piece service or an annual coverage of services, here is the schedule of applicable hourly rates depending on the commitment you want to make with us:

SERVICE AGREEMENT	HOURLY RATES PER LEVEL OF SERVICE			PAYMENT
	TECHNICAL SERVICE	PROJECT MANAGEMENT	ANALYSIS AND ARCHITECTURE	
On-demand	\$115	\$135	\$155	Service rendered
10 to 24 hours	\$105	\$125	\$145	Total amount
25 to 49 hours	\$95	\$115	\$135	Total amount
50 to 99 hours	\$90	\$110	\$130	2 payments (every 6 months)
100 to 249 hours	\$85	\$105	\$125	4 payments (every 3 months)
250 hours and more	\$80	\$100	\$120	12 payments (every month)

When you opt for an annual service agreement, here are the additional terms and conditions that apply:

Your annual service agreement takes the form of a bank of hours of service in the account of your file. Each intervention by our team is deducted from your bank of hours for a minimum of 15 minutes. The travelling hours are deducted from your bank, like any other technical intervention. If applicable for an intervention, the accommodation and subsistence costs incurred are invoiced at cost price. The applicable hourly rates are multiplied by a factor of "1.5" when the service is delivered with emergency coverage or outside the regular schedule described in the "Service schedule and contact details" section. A usage report for your hour bank can be sent to you at any time on demand. You will receive an offer to renew your annual agreement when your hour bank has a balance of fewer than 5 hours. If necessary, a reassessment of your IT equipment is recommended.