

TechSupport.Ph

local support

global expertise

Outsourced IT Support

Website Development and Email Management

Enterprise Cloud Solutions

Hardware and Software Sales

TechSupport.Ph, Inc.

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www.techsupport.ph

Corporate Quick Fact Sheet

Overview

- Started since 2002, maintains more than 500 sites and thousands of computers nationwide.
- Focused on IT Outsourced Services.
- Own permanent offices in Manila, Cebu and Davao.
- Monthly recurring subscription revenues exceeds monthly operational expenses.

Where we are good at

- Outsourced IT Support
 - Computer maintenance
 - Data backup and security
 - Internet speed improvement
- Enterprise Cloud Solutions
 - ERP, CRM, Accounting & Inventory Systems
- Hardware and Software Sales
 - Desktops, Laptops & Servers
 - Microsoft & Autodesk Licenses
- Website Development and Email Management
 - Web & Email Hosting

Customers

- Served more than 1000 customers



Contact us

- Call or email us thru: +632.9425272, info@techsupport.ph



TechSupport.Ph

Founded year 2002 as a Local Area Network consulting company, TechSupport.Ph, Inc. (TSP, Inc.) is now a premier Information Technology Outsourcing company which is based in Metro Manila, serving hundreds of customers in the fields of: manufacturing, education, construction, forwarding, information technology, real estate and non-profit organizations as well as other related fields.

Why Us?

As your business grows, so do your information technology requirements. Every businesses in now streamlining their operations to better serve their customers; however, in these high-tech environments, the cost of streamlining any company's operations often results to very little or even no return on investment, which results in higher costs being incurred. Our role is to make sure that your investments in information technology are properly channeled to the appropriate business units, thus revealing the return on investment that an organization should benefit from.

With our growing customer base, it proves that our continuous focus on technology innovation and very strong customer support will be your asset in growing your business and be the top in your industry. We make you concentrate more on what you do best – your business.

Our areas of competency are: System Architecture & Consulting, Network/Server Management, Internet Routing and Sharing, Mail and Web Server Management, VPN Management, Intranet Collaboration Solutions, Software Development, Technical Helpdesk Support, On-site Maintenance Support.

Choosing Us as a Partner

- **DEPENDABLE** – you will never get any resignation letter from us, thus giving you peace of mind from needing to look for new people to replace your staff.
- **HIGHLY-TRAINED** – We're backed by good industry credentials, skilled in all Microsoft technologies, technical know-how, networking experience, web design and software development. Our staff is constantly training and updated in new-technological advancements, which means we guarantee that our technologies are up-to-date.
- **MEANINGFUL ADVICE** – Professional assessment and suggestions for the overall improvement of your facilities. We believe that upon fully exploiting the capabilities of your resources, we will make your organization more productive and efficient. You rarely get this from a technician.
- **STATE-OF-THE-ART** – We are backed by 24hr internet-based solutions for your everyday support needs, knowledge base and basic operation tutorials. Questions are answered within 24hrs!
- **COST EFFECTIVE** – No hidden costs / No high investments.
- **AVAILABILITY** – We are equipped with our 24/7 online support system, where we can serve you best

Where we can serve you best

TechSupport.Ph is dedicated to delivering the best business solutions to meet our customers' diverse business needs. This commitment is at the core of our solution strategy. With this in mind, customers are empowered with IT flexibility and business agility to respond to changing requirements and new opportunities.



Served more than 1000 customers since 2002



Proud partners of



Microsoft



AUTODESK.



Symantec





*Business
Partner*



TechSupport

“TechSupport” is our world-class flagship IT solution for small to large-scale businesses. From technical maintenance support outsourcing to server and network management, our highly-trained professionals are available at your disposal.

For a fraction of the cost of hiring a single employee, your organization is now backed-up by a very competent team of technical experts that will serve as your IT Department. IT / IS / MIS Managers will now have the option to look outside of their organization for competent resources to fill in any functional areas that is required.

Why hire if you can outsource?

With a support plan in place, you can be assured that expensive downtime will be limited while maintaining the high level of performance expected from your network.

Support Levels

Level	Coverage	Service Inclusions	Value Added Service
Basic	Monthly On-Site Support	Desktop/Server Support and Maintenance	SLA, Phone, Email and Remote Support
Standard	Weekly On-Site Support		SLA, Phone, Email and Remote Support, Hardware Service Unit Program
Full Time	Daily On-Site Support		
365 x 24 x 7	365 x 24 x 7 On-Site Support		

5 Reasons

Fixed Cost – Our monthly costs are ALL-INCLUSIVE. We will not charge our customer any overtime pay, mobile phone charges or even transportation costs on the requested visits.

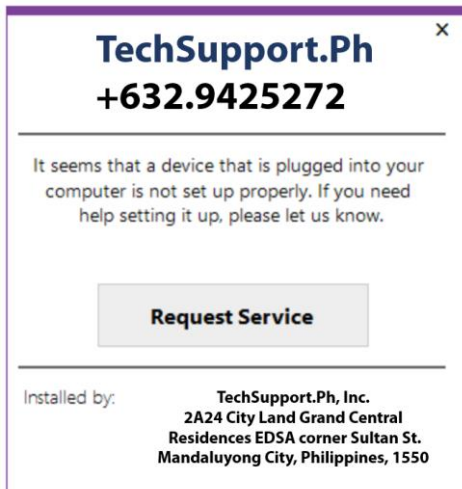
Service Units Availability – Our facility is capable on deploying service units to our customers. Through this service, organizations will drastically minimize operational downtime that is due to internal procurement delays.

Service Level Agreement (SLA) – Very few can live up to customers’ expectations when it comes to service engagement resolutions. We are proud that amongst the few – we are one of those providers that offer an SLA agreement. Through having an SLA agreement, customers will feel that all issues or service requests are being addressed at the right time – and based on expectations.

No Resignations – You are outsourcing to a company and not to individuals – staff turnover will never be an issue.

Procurement Assistance Program (PAP) – Our customers have access to all dealer-level prices on all brands being offered in the market today. Through PAP, purchasing costs will be reduced drastically.

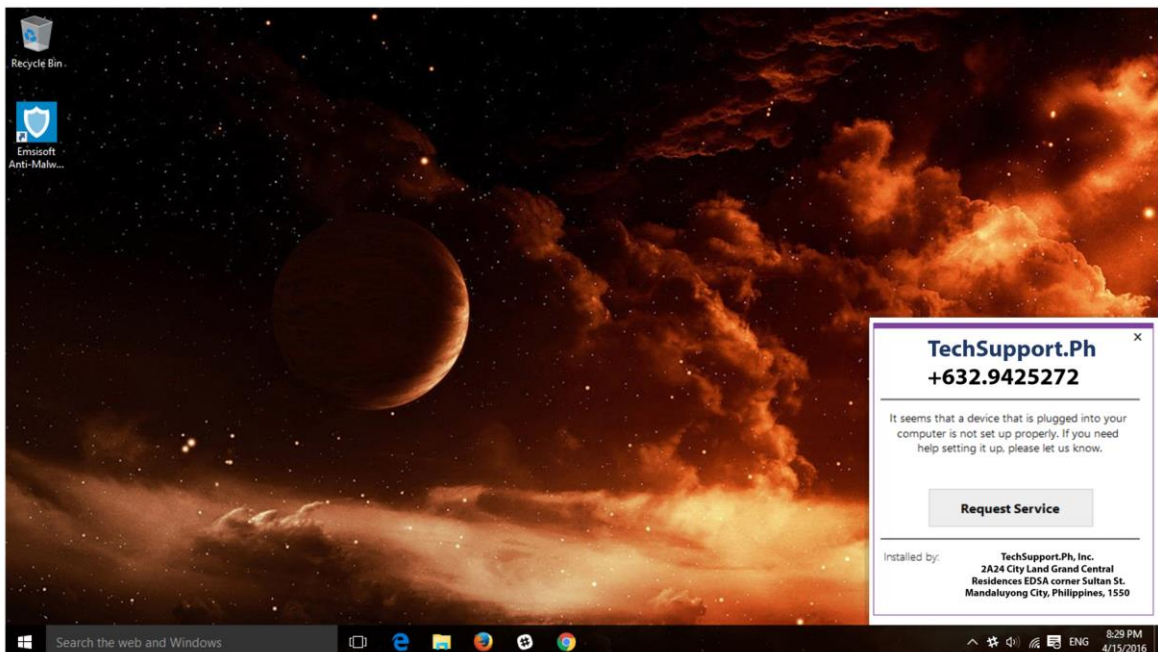
TechSupport Add-on




Major Benefits:

- **Proactive Monitoring** – We can easily detect problems before clients even make a call.
- **App and Windows Patch Management** – system automatically updates 3rd party applications and monitors the Windows update service, ensuring customers are always protected from vulnerabilities
- **Notifications** – we get notified when clients request service.
- **Managed Antivirus** – integrated Antivirus for easy management
- **Contact number can be customizable per country**
- **Add-On: 10 USD /Device /Month (Discounts Apply)**

Windows App



TechSupport Add-on



support@ph.ibm.com
+632.9425272

It seems that a device that is plugged into your computer is not set up properly. If you need help setting it up, please let us know.

Request Service

Installed by:

IBM Philippines, Inc.

Customizable Information:

- Logo
- Contact information
- “Installed by:” details



Web Development

We believe that your website should exist to improve the communication between your organization and its customers; to provide a lively and unique two-way interface for your organization; to offer an insight into the products, services and/or values your organization has to offer; and also to allow the organization to market their products/services effectively via the Internet.

All this should be done in an easy, professional and friendly manner. Our mission is to help you accomplish your objectives using the Internet at all stages of the process.

- Easier and cheaper advertising
- Global exposure
- 24/7 customer care
- Create extra income streams
- Interact with your customers and clients regularly and obtain their feedback

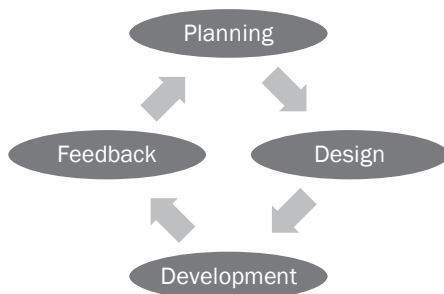


What is our advantage?

- Remote Support via TeamViewer
- In-House Training
- Email Management
- Upload Assistance

Package Type	1 Year w/Hosting	Pages	Space	Bandwidth	Duration
Template Design	Php 25,000.00	15	5 GB	Unlimited	5 Days
CMS Type	Php 30,000.00	20	Unlimited	Unlimited	30 Days
eCommerce System	Php 45,000.00	25	Unlimited	Unlimited	45 Days

- Package includes domain name, training, remote support and management



Our Process Works

We work together to identify the needs of the client, accepting that all clients will have very unique ideas and requirements and will benefit greatly from a true web presence created through meticulous, strategic assessment and preparation.



Website Maintenance

Your own webmaster for a fraction of the cost! Do you know that creating and publishing your very expensive website is just half of the effort needed for a successful online presence? The other half of it goes to updating the content. A visitor wouldn't want to visit your site if they will see the same content over and over again, or worse, the same content years ago.

To solve this, most companies hire a full time webmaster just to update their websites! With our website maintenance service, you will be free from hiring a full time staff and rid yourself of the high maintenance cost. All you have to do is send your updates to us and we'll be the one to format it and upload it to your website anytime you want.

Website Maintenance can be a great service for keeping your website up-to-date, but it also allows you to enhance your website by having new features added or even giving your website a complete makeover.

Service Coverage



- Product changes and additions
- Updates to calendar or events
- Add breaking news or upcoming events
- Add photos, graphics, graphs and charts
- Text re-writes and improvements
- Site facelifts and makeovers
- Keeping the homepage fresh for return customers
- Backup and documentation

3 Reasons

Fixed Cost – Our monthly costs are ALL-IN. We will not charge our customer any overtime pay, mobile phone charges or even transportation costs on the requested visits.

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IP PBX System (VOIP)

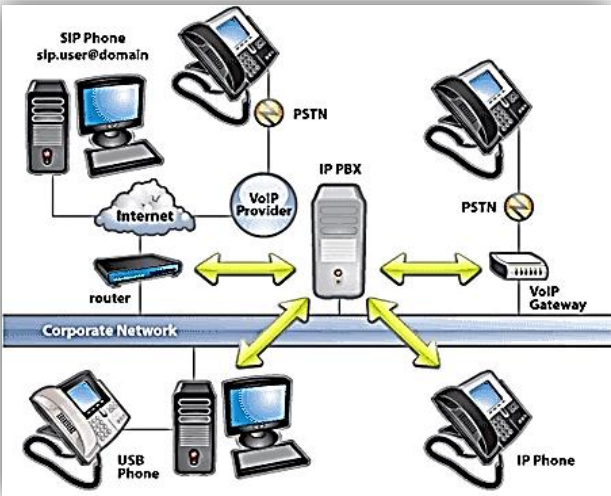
A PBX (Private Branch Exchange) system (aka PABX/EPABX) is a basic requirement for any type of business whether large or small they are. Without a proper communication backbone being setup in an organization, day to day activities will be affected that can result to inaccurate information exchange up to huge potential loss of business or revenue.

Our IP PBX System Communication System has been perfected and configured for the Philippine communication requirements which can be readily deployed to any organization who wishes to implement a world-class communication system versus the traditional PBX system. No matter how small your business is, your 2-line access number can be maximized and can be utilized by your entire organization using soft-phones (PC Based) to say at least.

Whether you are a 5 employee organization or a 2,000 employee call center company, let our IP PBX System will answer all your simple to complex communication needs.

TS-PBX vs Traditional Analog

- TS-PBX has a lot of features not found on traditional PABX systems such as on demand conferencing, scheduled conference calls (meet me), least cost routing, VOIP for remote sites/users, DISA (direct inward dialing for access to various outside lines), group ring, line hunting, voicemail, call recording, etc.
- TS-PBX can bridge two remote sites to act as one single local system. Each site can have their own outside access and remote sites can access them
- TS-PBX can allow remote users to connect IP phones and soft phones (computer) to the system giving them local access



Other Benefits & Features

CALL FEATURES

Call Back
Call Forward
Call Group
Call Hold
Call Paging and Intercom
Call Park
Call Pickup
Call Queue
Call Recording
Call Routing
Blind Transfer
Attended Transfer
Call Waiting
Caller ID
Dial by Name
Music On Hold/Transfer
3-Way Conference Video Calls

PBX FEATURES

Black List
BLF (Busy Lamp Field)
CDR (Call Detailed Record)
Conference Room (3 Rooms)
Call Monitoring
DID (Direct Inward Dialing Number)
DISA (Direct Inward System Access)
Distinctive Ringtone
DND (Do Not Disturb)
DNIS (Dialed Number Identification Service)
Feature Codes
FOP Status Monitoring
Follow Me
IVR (Interactive Voice Responses)
Mobility Extension
Multi-Language Prompts
Multi-Language GUI

One Touch Recording
Phone Book
Phone Provisioning
Pin Set
Record File Download
Ringgroup
SIP Register with UDP/TCP/TLS
SIP Trunk
Skype for SIP
Smart DID
Speed Dial
Spy
SRTP (Secure Realtime Transport Protocol)
T.38 Fax (Pass-through)
Time Based Rule
Virtual Fax
Voicemail & Voicemail to Email



Domain Name, Web & Reseller Hosting

We recognize that our corporate clients need “true service” that gives superior customer support and the best level of professionalism. This can never be given by a freelancer or a fly-by-night service provider. With our continuous dedication for technology improvements, you are assured that your site is always up and with the proper people that can support you all the way to your organization’s success.

Domain Names

Our domain names comes free with all our hosting plans.

Web Hosting

Our virtual hosting plans are best for companies that require a reliable and cost-effective Internet web presence. Plans are designed to accommodate small to large-scale websites, e-commerce sites, bulletin boards or portals. Create unlimited email accounts or access the server via FTP. Our servers are flexible enough for all of your requirements.

Let us help you provide the best service that you deserve. Try our 30-day money back guarantee for you to have a no-risk, worry free experience that we can only provide.

Choose among our available hosting solutions.

What is our advantage?



- Remote Support via TeamViewer
- In-House Training
- Email Management
- Upload Assistance

Plan	Monthly Fee	Space	Bandwidth	Email Users
Starter	Php 1,980.00	25.0 GB	Unlimited	Unlimited
Standard	Php 3,580.00	50.0 GB	Unlimited	Unlimited
Unlimited	Php 1,980.00	Unlimited	Unlimited	Unlimited

- Servers include outbound email firewall from mailchannels.com
- Plan includes domain name, training, file uploads, remote support and email management
- Special discounts on long term subscriptions upon request
- Email space are capped at 2GB each on our Unlimited Plan

Reseller Hosting

Empower yourself with our easy-to-manage Reseller Web Hosting packages. Let us manage the back-end server so you can better concentrate more on your business. With our expertise behind you, it has never been simpler to open up a reliable and worry-free web hosting service for your own clients.

Our Web Hosting Reseller packages give you the ability to host multiple sites under your account. Great for freelance web designers, start-up web companies, multiple site administrators and especially those who want to earn extra income by commercially offering Web Hosting services.

Plan	1 Year Fee	2 Year Fee	3 Year Fee	Space	Bandwidth	# of Sites
Business	Php 20,000.00	Php 25,000.00	Php 30,000.00	20.0 GB	Unlimited	Unlimited
Enterprise	Php 25,000.00	Php 30,000.00	Php 35,000.00	40.0 GB	Unlimited	Unlimited

Hardware Leasing Solutions

Whether for seminar or training purposes, we have available desktops, laptops or projectors that can be rented on a daily, weekly or monthly basis.

For desktops, the set includes the CPU, Monitor, Keyboard, Mouse and the incidental software that should be installed such as the operating system, office productivity tools for documents, spreadsheets or presentations and anti virus programs.

Leasing can be for:

- Special events like seminars, training, exhibits, expo, system evaluation
- Emergency replacements of workstations
- Temporary use for new employees
- Special business projects or business units

Do not be left with obsolete equipments

Technology is changing at such a fast rate that today's new and exciting equipment is very soon looking old and obsolete, and often unable to cope with new software or demands of a growing business.



What is our advantage?

As part of our value added service, we are including our monthly on-site visit for us to be able to optimize your units being rented.



Benefits of leasing

Leasing is fundamentally the ability for businesses to have the use of up to date equipment without having to make the capital outlay when purchasing. The points below will give you an idea of the benefits of leasing.

- **Immediate Acquisition of Equipment**
 - You can acquire the equipment that is needed now, not when the cost meets budgeting requirements.
- **Conserve's Working Capital**
 - Capital can be employed for other profitable purposes. Further, because we are supplying an alternative line of credit, existing credit lines remain undisturbed.
- **Tax Advantages**
 - 100% of all rentals can be offset against company profit.
- **Planned Budgeting**
 - By structuring the facility for you the payments can be made to match your cash flow.
- **Payment Reflects Usage**
 - By spreading the cost of the equipment over the life of the goods, it will reflect its usage and allow for easy replacement when obsolete.
- **Built in Flexibility**
 - Early settlement and upgrade of equipment is available during the lease period.

The power of leasing is particularly relevant in today's financial climate, if you would like to discuss any of the above points further please do not hesitate to call us.

Business Systems

Whether your challenges lie with your customers, your finances, your employees or your supply chain, we have the best-in-class solutions you need to turn those challenges into opportunities. Pick one solution or a full range. They're all designed to work well together and fit in with your existing systems. And they all come with business expertise built in, so you get up and running quickly and can add functionality as you need it—without having to shut down your operations or throw out your existing software.

Our domain experts in every product area have the know-how to help you address your specific business problems and lower your total cost of IT ownership. And to meet your long-term needs, we are providing a smooth evolutionary path to support continuing business and technology improvements.

ERP [Enterprise Resource Planning]

Gain flexibility and control. ERP helps you automate, plan, collaborate, and execute according to your unique business requirements—with broad functionality that never locks you in to one mode of operating.

CRM [Customer Relationship Management]

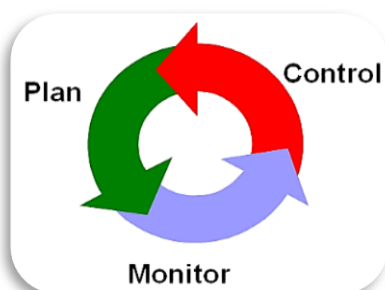
Integrate marketing, sales, and service, and make the most of every customer interaction. CRM helps you establish a multi-channel, closed loop dialogue with your customers to nurture loyalty.

EAM [Enterprise Asset Management]

Go beyond maintenance metrics. EAM creates a comprehensive vision by capturing and consolidating not only standard transaction maintenance metrics, but also metrics from a variety of operational and Financial systems.

FMS [Financial Management System]

Support extended responsibilities. FMS combines all the capabilities CFOs need to meet growing demands—from managing Financials, to employee interfacing, to performance management and strategic initiatives.



HRM (Human Resource Management)

Optimize the recruit-to-retire process. With HRM, you improve competitiveness by hiring, retaining, and empowering the best people. You can share vital workforce information and provide self-service to employees and managers.

Always a better way

We work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its technology solutions provider. We believe that providers should be flexible enough to adapt to any challenges and growth. Solutions that are simple to deploy and convenient to manage. Our 1000+ customers that we have served stand with us. We look forward to your sharing in the results of our belief. For additional information, visit www.techsupport.ph

About TechSupport.Ph

TechSupport.Ph has been in the forefront of outsourced services in the Philippines' SME market since 2002. Starting from local area network consulting, the company has now grown to be a premier information technology outsourcing company which is based in Metro Manila, servicing hundreds of customers in the fields of: manufacturing, education, construction, forwarding, real estate and non-profit organization amongst others.

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