

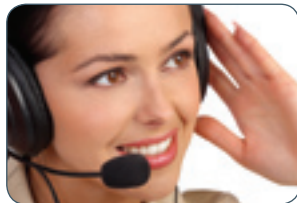
Business Technologies For Business People



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Help Desk Services

Taycom's Help Desk services are customizable and geared toward meeting our clients strategic objectives. With years of experience, Taycom has built a strong telephone support operation designed to improve service level performance, increase customer satisfaction and loyalty, reduce our customers support costs, and most importantly, allowing our customers to focus on their core business.



Taycom Provides:

- 24/7 call center availability
- Consistent service level performance
- The ability to focus on your core business
- Reduced support costs
- Offer asset management capabilities
- Train and measure performance of Help Desk specialists and onsite technicians
- Seamlessly integrate a customized Help Desk solution for your operation

Taycom's Help Desk services take the hassle out of managing a call center operation. We know the business so you don't have to.

Contact us today to find out how our professionally trained staff can help you improve the quality of your support operation while meeting your unique demands.



Technical Staffing Services

Taycom's technical staffing services do more than just match a candidate to job openings. We work closely with clients to determine the exact qualifications and skills needed in a prospect. We interview candidates extensively to ensure their experience and needs are appropriate for the job and culture offered by our clients. Our objective is to launch long-term, successful relationships between the individuals we place and our clients.



Taycom Provides:

Consulting Services

- Save time and cost of finding new employee
- hire someone you know from a company you trust.

Permanent Placement Services

- As part of our direct hire search services, we will locate, interview, check employment references, conduct background checks, and submit qualified candidates to you.

Consulting and Contracting-to-Hire Services

- Taycom offers clients the choice of hiring consultants on a contract or temporary basis. Clients can also decide to hire consultants after a trial period, providing maximum hiring flexibility and reduced risk.

In today's business environment, Taycom understands high ethical standards are key to running a successful business. At Taycom, we take these standards seriously and our commitment to our customers always comes first.

Contact us today to find out how we can help with your technical staffing needs.



Technical Support Services

Technical Support Services

Industry changes have brought about distributed computing, integration of more devices, and a demand on the IT Department. With heavier workloads, fewer resources and limited budgets, many companies are turning to a third party to supplement their company's technical support services.

By augmenting your existing resources with targeted services from Taycom, you can be more responsive to your employees needs and customer's computing needs with the worry of fixed overhead costs.

Taycom provides business technology to business people. So when it comes to keeping the computers at your business up and running, there's nothing like being hands-on with the problem.

Contact us today to decide which services you need and how often you need them. We will tailor a program to meet your specific requirements.

Let us help you keep your business and your IT infrastructure going, and growing strong.

Taycom Provides:

- Hardware repair & maintenance
- Project management
- Desktop deployment & support
- Network implementation
- Wireless & security solutions
- Infrastructure design
- Active directory & exchange migration



Voice and Data Services

The term Convergence, also known as multi-service networking, refers to the integration of data, voice, and video solutions onto a single [IP based] network. Traditionally, voice traffic has been carried out on circuit switched networks or networks made up of private lines and time division multiplexers. Taycom's voice and data services team develops networks that present customers with an infrastructure, and environment specifically designed to enable powerful multi-service technologies

Taycom Provides:

- VOIP viability analysis
- Network Readiness Assessments
- VOIP implementation services

Benefits of Taycom's Voice and Data Services:

- Simplified phone system administration
- Boost organizational efficiency with advanced calling features
- Position your business for growth
- Save money and improve productivity

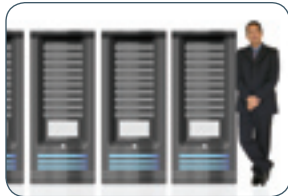
Security, voice, wireless, network management, and service products help to ensure business continuity and closes the gap between business growth and security risk.

Call Taycom today to find out more about what we can do for your business and how we can help you achieve your voice and data goals.



Hardware and Software Solutions

To stay on top of hardware and software innovations and trends requires a commitment to research. We do that so that you don't have to. Taycom maintains and constantly pursues "Partner" and "Authorized Reseller" status with the best



manufacturers in the industry. Any company can sell pieces, parts, and shrink wrapped software – at Taycom we offer you integrated solutions that are designed for you and your business. From complex systems in multiple locations to integrated offices in small businesses, we'll work with you to find the appropriate solutions that allow you to meet your business goals.

We help you explore the options, design a total solution package that includes choices in hardware and software and configure the system to provide the connectivity and results that your business requires. Because we start by listening to you, our partner in designing the solutions, we help you get it right the first time, so you can better serve your customers and increase performance, productivity, and profitability.

