Barcom
TECHNOLOGY SOLUTIONS

Managed Services

We'll take good care of your network so you can focus on your business

For

LA VERNIA, TEXAS
A Community Living, Learning, and Working Together

Why Barcom?

Barcom Complete Care
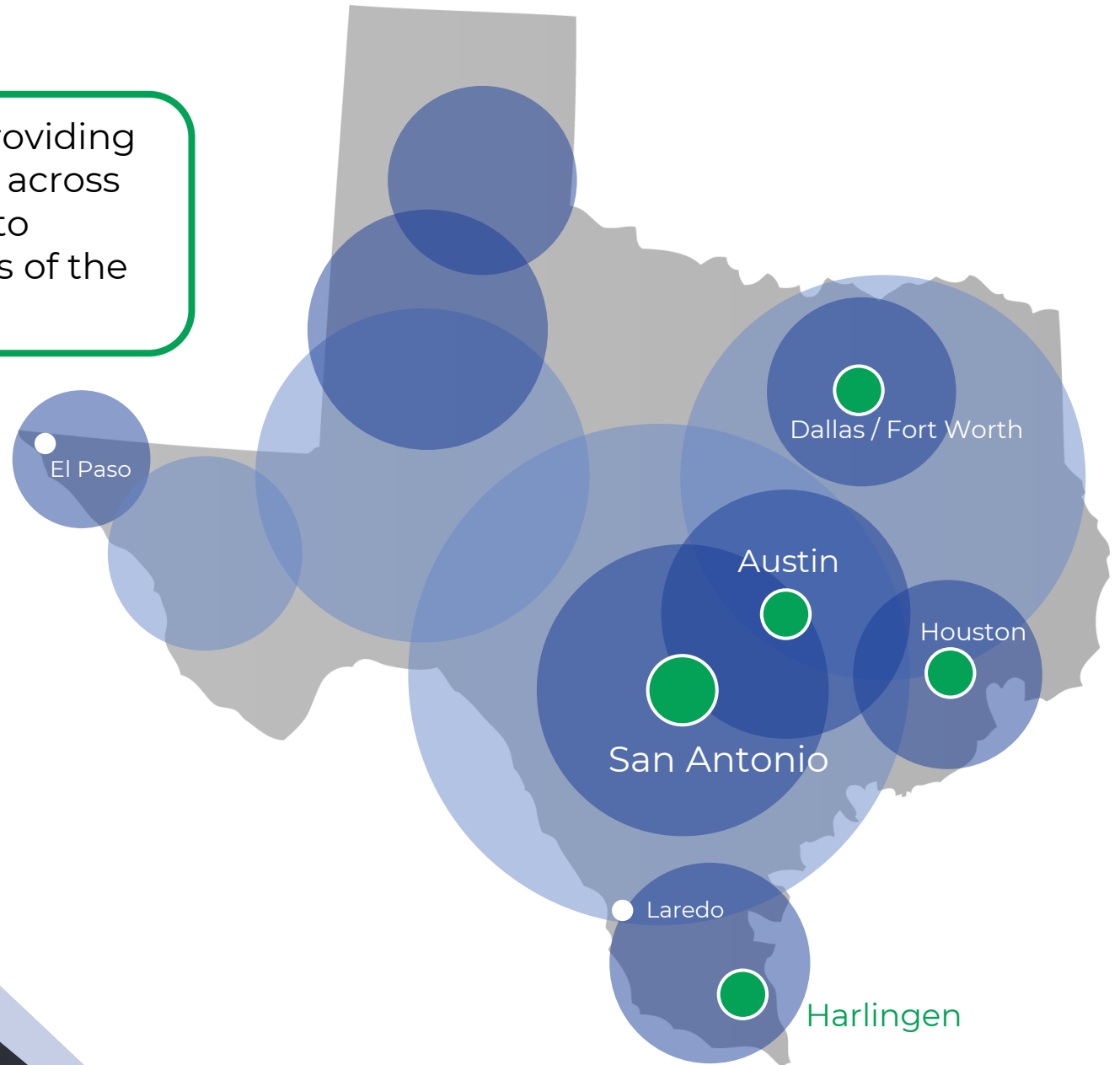
Our Service Framework

Agenda

Why Barcom?

We're a partner you can trust

About Us

Established in 2004, we've been providing a wide variety of technical services across Texas for over 19 years. Our goal is to encourage the growth and success of the people and businesses we serve.

El Paso

Dallas / Fort Worth

Austin

Houston

San Antonio

Laredo

Harlingen

95% Client Retention Rate

Available 24 / 7 / 365

15,000+
workstations being monitored

5,500+ IT tickets & up to
110 projects worked monthly

IT Solutions
- ✓ Network & Security
- ✓ Workforce Empowerment
- ✓ Project Management
- ✓ Managed Services

Enterprise Solutions
- ✓ Consulting & Project Engineering
- ✓ Cloud Systems Migration
- ✓ Virtual Desktop Infrastructure (VDI)
- ✓ Multi-Site Network Integration

Barcom
TECHNOLOGY SOLUTIONS

MSO & Data Center
- ✓ Engineering & Design
- ✓ Inside Plant, Outside Plant, On-premises
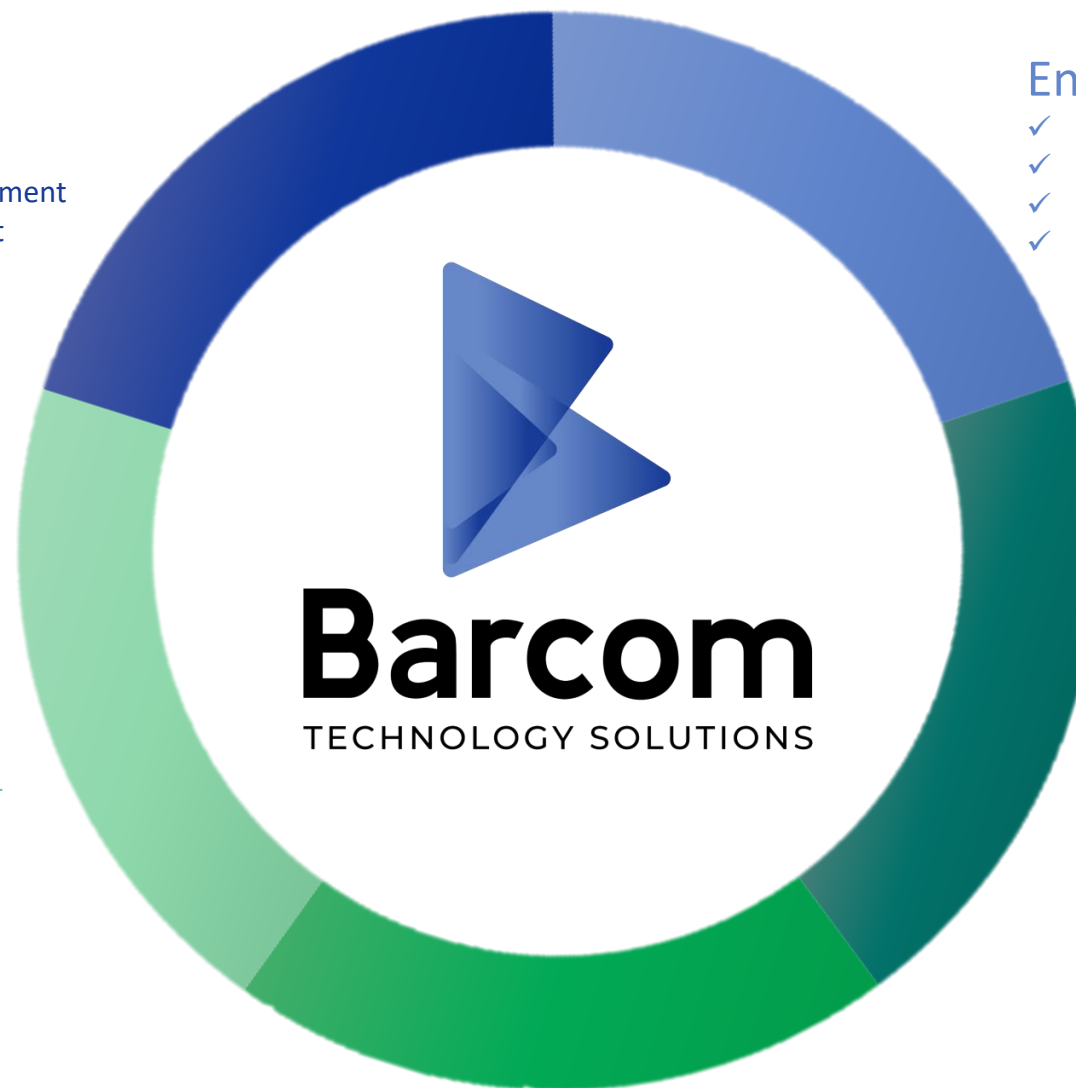- ✓ Thorough Outage Prevention
- ✓ Expedited Travel Protocols

Structured Cabling
- ✓ Network Design
- ✓ Network, Phone, Camera, & AV Systems
- ✓ Data, Voice, Fiber, Coax
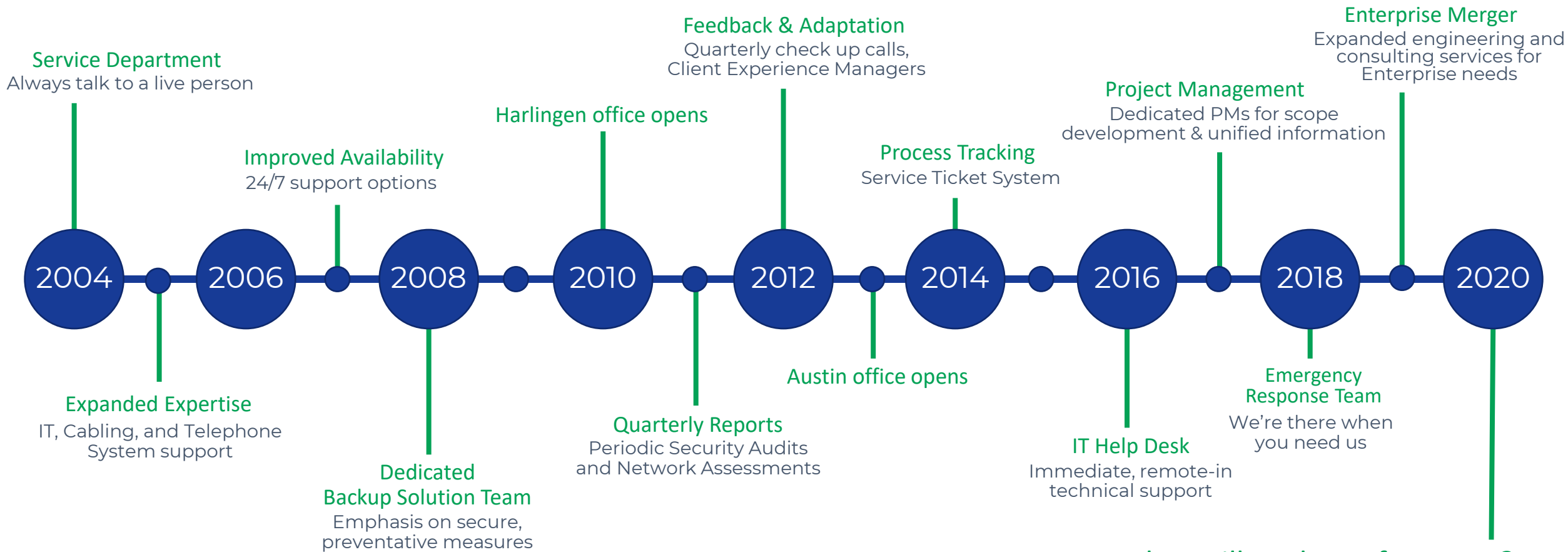- ✓ Projects: New Construction, Remodeling, Relocation

Business Telephone Systems
- ✓ Digital, Hybrid, VOIP, & Hosted Cloud Systems
- ✓ Remote / Telework / Conferencing Systems
- ✓ Voicemail & Unified Messaging Solutions
- ✓ Call Center Applications

One phone call and it's taken care of

The Evolution of Our Service

Service Department
Always talk to a live person

Improved Availability
24/7 support options

Harlingen office opens

Feedback & Adaptation
Quarterly check up calls,
Client Experience Managers

Process Tracking
Service Ticket System

Project Management
Dedicated PMs for scope
development & unified information

Enterprise Merger
Expanded engineering and
consulting services for
Enterprise needs

2004 **2006** **2008** **2010** **2012** **2014** **2016** **2018** **2020**

Expanded Expertise
IT, Cabling, and Telephone
System support

**Dedicated
Backup Solution Team**
Emphasis on secure,
preventative measures

Quarterly Reports
Periodic Security Audits
and Network Assessments

Austin office opens

IT Help Desk
Immediate, remote-in
technical support

**Emergency
Response Team**
We're there when
you need us

What will we learn from you?
At Barcom, we consider our clients part of
our team. We'll always adapt to meet and
exceed your expectations.

Barcom Complete Care

Our continuous, preventative support system

Quarterly Reports

Network Assessments

Go over detailed network performance and asset data with our IT Director

Security Audits

Our Tier 3 Techs will help you keep up with the ever-evolving security threat landscape

Consultations

Go over new goals and challenges with your dedicated Solutions Team

Feedback Calls

You're welcome to let our COO & Service Managers know what we can do to improve your experience with us

Security Services

Secured Perimeter

✓ Firewall Installation & Configuration

✓ AntiVirus / AntiMalware Systems

✓ Software update and patch monitoring, including EOL

✓ Browsing & Email Filters

Internal Safeguards

✓ Certified employee Security Awareness Training

✓ Network Permissions Management & Usage Audits

✓ Password Management

Backup & Recovery System

✓ Critical Data & Backup Evals

✓ Regular Backup Validations

✓ Data Migration

✓ Off-Site Server Redundancy

✓ Emergency Response Teams

Managed Services

o   **Continuous Support**

o   **Upkeep and service for day to day technical issues**

o   **Unlimited Remote and On Site tech hours at no cost**

o   **E.g. Software error troubleshooting, hardware upgrades & installations, server maintenance, security breach investigations, etc.**

o   **Hardware, cabling, and projects are billed separately**

Projects

o   **Finite, Start and End State**

o   **Implementation of major changes in infrastructure**

o   **Project Manager Assigned**

o   **Hours tracked and billed**

o   **E.g. Email Migrations, Office Moves, Phone System Installation, Server Implementation, 3 or more concurrent desktop replacements, Camera System Implementation, etc.**
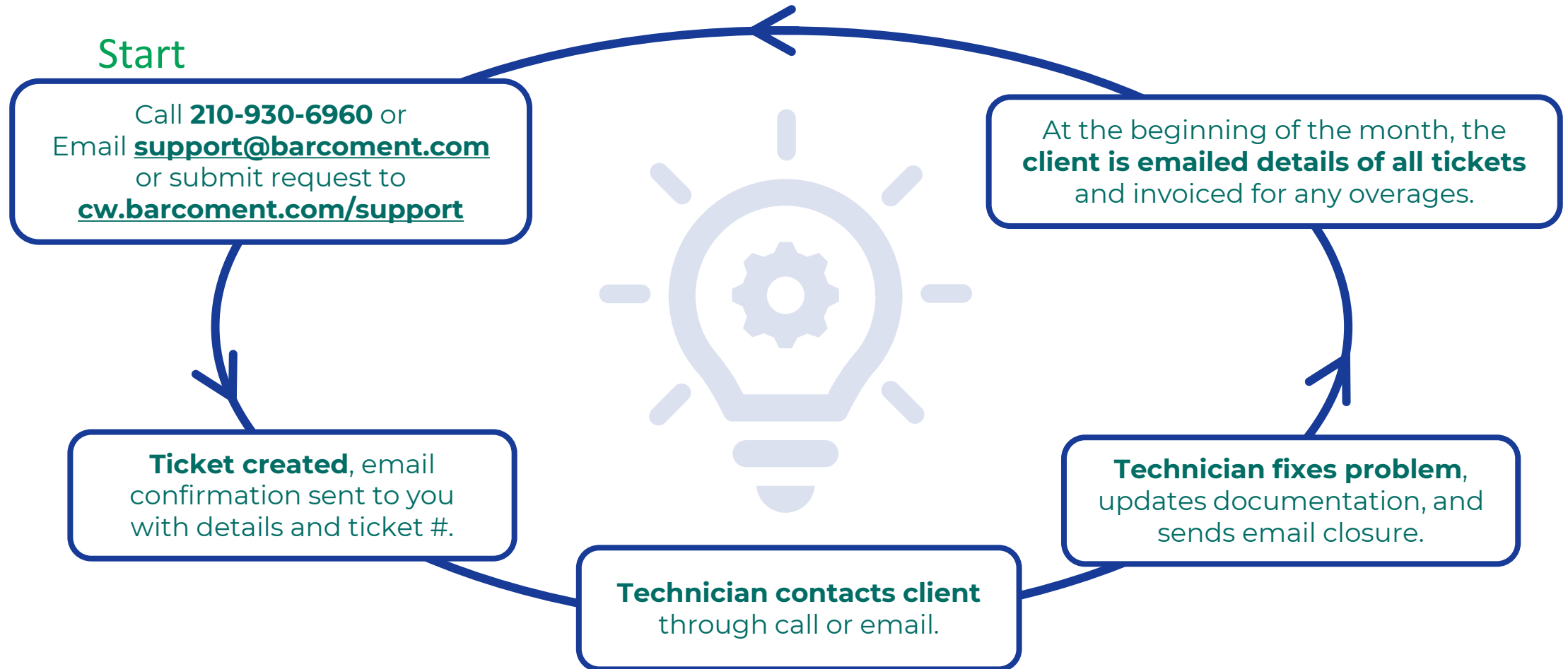
No Surprises

All project work is outlined, quoted, and approved before beginning.

Our Service Framework

How to reach out whenever you need

Support Request & Ticket Cycle

Start

Call **210-930-6960** or
Email **support@barcoment.com**
or submit request to
cw.barcoment.com/support

At the beginning of the month, the
client is emailed details of all tickets
and invoiced for any overages.

Ticket created, email
confirmation sent to you
with details and ticket #.

Technician fixes problem,
updates documentation, and
sends email closure.

Technician contacts client
through call or email.

Technician Tier System

1 Help Desk
- ✓ Call back within the hour
- ✓ Average resolution time of 10 minutes
- ✓ Remote-In help for driver, printer, software issues, etc.

2 Field Techs
- ✓ On site the same day
- ✓ Major hardware / software installations
- ✓ Phone System & Cabling infrastructure management

3 Escalations Team
- ✓ Experienced Network Administrators
- ✓ Oversee technician teams and handle critical systems
- ✓ Network Design, Backup & Security Planning, Server Management

4 Engineers
- ✓ Advanced & Enterprise Services
- ✓ Consultations & Solution Architecture
- ✓ Cloud Systems, Data Centers, Virtual Desktop Infrastructure (VDI), etc.

102 E. Chihuahua
La Vernia, TX 78121-0225

Option A:
Pricing Unlimited Remote and Onsite Hours

Service	Quantity	Overages	One-Time	Monthly
Onboarding	1 Location		$ 1,511.00	
Managed Software Coverage	12 Months (w 30 Day Out)			
Remote & Onsite Support	Unlimited Remote and Hours	Projects Excluded		
Automate Coverage	1 Server / 15 Devices	Included with SentinelOne		
SentinelOne Coverage	1 Server / 15 Devices	Included with Automate		
		Total Investment	**$ 1,511.00**	**$ 1,429.00**

Option B:
Pricing Unlimited Remote and 0 Onsite Hours

Service	Quantity	Overages	One-Time	Monthly
Onboarding	1 Location		$1,511.00	
Managed Software Coverage	12 Months (w 30 Day Out)			
Remote & Onsite Support	Unlimited Remote and 0 Onsite Hours	Projects Excluded		
Automate Coverage	1 Server / 15 Devices	Included with SentinelOne		
SentinelOne Coverage	1 Server / 15 Devices	Included with Automate		
		Total Investment	**$1,511.00**	**$ 976.00**

Availability

Being there when you need help is important to us

24 / 7 / 365

Normal Office Hours

M – F   7:30am to 6:00pm
Sat   8:00am – 5:00pm

After Hours

On Call staff is always available from critical departments:

- o Primary IT Tech
- o Alt IT Tech
- o Phone Tech
- o Escalations / Engineering
- o Manager
- o Travel Admin

We've even got you covered on holidays:

- ✓ Christmas
- ✓ New Years
- ✓ Thanksgiving
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day

Thank You

Next Steps

Schedule an initial consultation for a Roadmap & Quote