

# TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS



**Technology  
Services Built on  
Trusted Innovation**

Teltek is single-source supplier for all of your business technology needs. From equipment installation, maintenance and repair to service provider consulting, cabling and helpdesk support, we've got you covered! Our friendly staff of certified engineers and support personnel provide Teltek client's professional remote and onsite assistance to keep their business running smoothly. Teltek's Total Care Assurance offers our clients a single contact for support and one monthly bill for both in-house and strategic partner services.

**BROKERAGE OF CARRIER SERVICES:** As a communications company with an extensive history in the industry, Teltek has established close relationships with nearly all of the major local & long distance, internet and other business communications service providers. By acting as an independent intermediary between client and carrier throughout the sourcing and implementation process, Teltek's project managers, account executives and technical staff ensures a smooth and seamless transition when upgrading services, changing carriers and relocating offices.

**COMPUTER NETWORKING, I.T. CONSULTING & HELPDESK:** Do you need to escape from the pressures of managing your own network? We have empowered a courteous team of professionals to help with the following services: computer repair and networking, server deployments and management, virtualization, IT helpdesk, managed anti-virus, spam, spyware protection and remote off-site data backup and disaster recovery.

**DATA CENTER AND CLOUD SERVICES:** We offer Virtual Private Servers (VPS), Microsoft SPLA Licensing, performance web hosting and simple rack space for colocation, from a single rack unit all the way up to a private cage of dedicated server cabinets. All collocated services provided are offered in a SSAE 16/SAS 70 Type 2 facility to meet the strictest of security requirements.

**LOW VOLTAGE VOICE AND DATA CABLING:** You wouldn't build a house on an inadequate foundation, so why install mission-critical technology on a deprived cabling infrastructure? Our specialists have the expertise in the installation and repair of copper, fiber and coaxial low-voltage cabling. Teltek adheres to American National Standards Institute (ANSI), Building Industry Consulting Services International (BICSI) and Telecommunications Industry Association (TIA) standards.



**PROJECT MANAGEMENT:** Alexander Graham Bell was quoted as saying, “Before anything else, preparation is the key to success.” This phrase is especially true for complex technology deployments and relocations. We know that a successful technology project has many diverse aspects, each needing to be synchronized carefully. Teltek’s experienced Project Managers are expertly trained to coordinate all aspects of each new project ensuring a smooth implementation.

**SUPPORT & MAINTENANCE PLANS:** Keeping our client’s technology functioning optimally is Teltek’s number one priority. The best way to ensure optimum performance is through regular proactive maintenance. Under one of Teltek’s support and maintenance plans, your technology systems will be proactively monitored through best-in-class monitoring software and routinely maintained both remotely and onsite.

**TELECOMMUNICATIONS:** Representing the world’s three leading telecommunications manufacturers, Avaya, NEC and Zultys, Teltek provides, installs and maintains a wide variety of digital, VoIP, hybrid and hosted/virtual phone systems. We offer integrated solutions with Unified Communications (UC), mobility and application integration to small and medium-sized businesses.

**MANAGED PRINT:** With no upfront costs, no toner to inventory and all service & supplies included, Teltek’s Managed Print program is a true print management strategy that allows our clients to simply pay for the pages they print! Whether you are looking for new business equipment or just someone to manage and service your own machine, our Managed Print offering can incorporate everything into one easy- to-manage monthly support package.

**MANAGED VOICE:** In the market for a new telephone system, but can’t decide between a hosted/virtual PBX or purchasing a premise-based Solution? Teltek’s Managed Voice offering was designed to provide our clients with the flexibility of a hosted telephone system with the comfort of a premise-based system, all for a fixed monthly fee. Teltek provides and maintains a physical telephone system that resides at the client’s business location for their use during the specified term. Ongoing maintenance, hardware repair and defective equipment replacement within an elected number of support hours is all included.

**SECURITY:** Nothing is more critical than the safety of your employees and customers. Teltek is here to assist you with maintaining the integrity of the devices you have installed to protect everyone who works at or visits your facility. From security cameras and monitors to basic access control systems and door phones, we have you covered!

**MISCELLANEOUS SERVICES:**

- Audio, Video & Web Collaboration Systems
- Music and Customized Advertising on Hold
- Call Accounting, Recording & Call Centers
- Technology Recycling and Data Destruction
- Cell Phone Signal Boosters
- Wireless Networking and Communications
- Mass Texting Services/SMS Marketing

