



# TNS Total Care



## Can You Afford Not to be Covered?

As a full service IT firm, The TNS Group is constantly looking for ways to help our clients. In step with this effort, TNS recently launched a completely customizable, competitively priced managed service offering called Total Care.

Below are the features of this customizable solution that has made it our most popular offering:

**Proactive Response** - TNS Total Care will automate daily, weekly, and monthly IT tasks and replaces reactive adjustments with proactive responses. This means you won't even know there was a problem until it has been dealt with and avoided keeping systems running and employees productive.

**Cost Reduction** – TNS Total Care reduces the Total Cost of Ownership (TCO) of your IT hardware and software with detailed utilization and financial reports, allowing you to buy only what you need

• **Increase Efficiency** – TNS Total Care allows you to gain the ability to refocus your IT staff on strategic goals while ensuring your day to day operation

**8 – 6 Coverage** – TNS Total Care makes help a simple phone call away and has you covered for the entire business day with prompt incident resolution times.

• **Improve Safety and Compliance** – TNS Total Care identifies potentially harmful security risks and production halting licensing compliance snags

**Completely Customizable** – TNS Total Care allows your company to Safely put your IT on autopilot, receive notifications when, where and how you want in order to comfortably define **your** level of interaction with IT

	Basic	Standard	Deluxe	Premiere
Discounted Service Rates	✳	✳	✳	✳
Procurement	✳	✳	✳	✳
Help Desk	✳	✳	✳	✳
Gap Analysis	☹	✳	✳	✳
Management Reporting	☹	✳	✳	✳
Performance Monitoring	☹	✳	✳	✳
Remote Desktop Mgmt.	☹	✳	✳	✳
Audit Reporting	☹	✳	✳	✳
Asset Management	☹	☹	✳	✳
Patch Management	☹	☹	✳	✳
Disaster Recovery	☹	☹	☹	✳
24x7 Response/Remediation	☹	☹	☹	✳
Offsite Backup	☹	☹	☹	✳
Co-Location	☹	☹	☹	✳