



Expert On-Demand Technology Services

www.global-techforce.com



WHO WE ARE

Global TechForce believes in keeping up with current technology. The traditional days of having to send out a repair-man on site are long gone. Our vision is to offer professional online IT support worldwide to both business and residential customers.

WHAT WE DO

Global TechForce specializes in IT support for small to mid-sized businesses. We have over 17 years of experience helping setup and maintain company networks. We will work with your company to provide you with the best support to help optimize your network and maximize your productivity. Already have a computer tech on staff but need some advanced support? No problem, we can work with your IT staff to help troubleshoot and fix any problems. Can't afford to hire a computer tech full time? That's no problem either. We can be your IT firm to deliver fast support whenever you need it. Our experience will not only fix problems that occur but also prevent future problems from happening. You can't afford not to use our IT support services.

WHY CHOOSE US?



Global TechForce technicians have provided thousands of hours of support to government agencies, IT professionals, law firms, and education professionals to small and mid-size businesses for many years. Our Engineers are A+, MCSE, MCITP certified with more than 20 years in IT. While our experience gives you comfort that we'll be here for the long haul, we also know that you demand and deserve great service and responsive support. That's why, with Global TechForce, you'll get everything you need from an IT outsourcing and cloud services provider at the right price. At Global TechForce, we're about keeping you up and running, resolving problems quickly, providing personal attention and providing you with reliable IT support when you need it!

Delivering IT Peace of Mind Means:

- Guaranteed uptime
- Unparalleled customer support
- Always-available IT support and expertise
- A Customer Advocate

Global TechForce Facts at a Glance

- Over 330 clients (Some of them include Children and Adults with Attention Deficit Disorder Organization, The Provident Bank, Philadelphia Museum of Art, Bridgestone Aircraft Tire, Inc., Dekalb County Court Referral Program)
- Over 60 IT companies supported
- 10 million+ emails filtered per year
- Geographically dispersed engineers across the US

What we specialize in

With the amount of experience we have, we specialize in just about every category. However some of our more popular services include:

- Microsoft Exchange Server
- Small Business Server
- SharePoint Server
- Windows Server & Active Directory
- Managed Services for a low monthly fee providing 24/7 support for PC, Servers & Networks
- Cisco / SonicWALL / WatchGuard / Juniper router installation service and support

8 THINGS WE DO BETTER

“We challenge you to find another IT consulting firm that would dare to make these promises”

1. **We'll Respond Within 60-Minutes or Less.** When you call us with a computer problem during normal business hours, we guarantee that your phone call will be either answered immediately or returned within 60 minutes or less by an experienced technician who can help.
2. **Small-Business Savvy.** We're more than just IT guys – we're small business owners too, and we understand what you are going through. After taking the time to truly understand your needs, we give recommendations that help you reach your goals. We work to understand your specific business operations. We help guide you in deciding what technology to choose to allow you to achieve your professional and personal goals. You will also LOVE that we provide resources that are typically available only to larger companies. Why have just one computer guy, when you can have a team of IT experts working for you at a fraction of the cost of an in-house IT person?
3. **100% Unconditional Satisfaction Guarantee.** You deserve complete satisfaction with our products and services. We will do whatever it takes to make you happy. No hassles, no problems.
4. **No Unpleasant or Unexpected Surprises.** You should EXPECT that no damage will be done to your network or your data. Before we start working on your computer or network, we will evaluate your problem and alert you to any potential risks involved in fulfilling your job. If there are any risks, they will be explained in full, and your authorization and agreement will be obtained before the work commences. You can also choose to have your data backed up before we start any work on your machine.
5. **All Projects Completed On Time and On Budget.** When you hire us to complete a project, we won't nickel and dime you with “unforeseen” or “unexpected” charges. Some incompetent or unethical technicians will do this because they haven't properly planned or researched the project, OR they use it as a way to extract more money from you. Either way, we don't feel that is correct or ethical. That's why we guarantee all projects to be done ON TIME with no excuses.
6. **Certified and Trained Engineers.** We didn't get our experience from building equipment out of our garage. All our engineers are certified and trained, some with the highest certification obtainable (MCITP, MCSE, CCNP). This means when you need us, you're getting the very best support available.
7. **Accurate Billing - Guaranteed.** Every bill you receive from us is guaranteed to be accurate and detailed. You'll know exactly what you are paying for, and ALL charges will be pre-approved by you. No more one-line “mystery” bills that don't outline what you are paying for.
8. **Superior Customer Service.** Our team goes above and beyond to make sure you are completely satisfied and treated as a loyal customer, whether big or small, we value your business and we really do care.



"As an IT Director at the largest credit union in our county, I need someone I can rely on to help me stay up all the time. Any amount of downtime would quickly turn into lost production and would harm our reputation in the community. With Global TechForce I don't have to worry about downtime because they have great people running the business and great people working throughout. I would trust my systems completely with Brad Nelson and his crew. His experience in the IT World is immense and his knowledge is unmatched. If you're looking for a company with great customer service and outstanding knowledge base then Global TechForce is your only choice."

Kevin Langford – Georgetown Kraft Credit Union



You are so awesome, and great to work with. Thank you so much for being available, quick and most important- very knowledgeable. I can't thank you enough for the superior work you have done for Bridgestone Aircraft Tire.

Kelly Mooney – Bridgestone Aircraft Tire



We are not quite large enough to employ certified technicians for Exchange, SQL, Citrix, VMWare, and such (we have 120+ users); instead, we employ Technology Generalists and provide them with resources that will assist with complex installations and configuration changes. Brad has been in our circle of trusted professionals for over a year.

KHaggan – The Provident Bank



"Global TechForce helped get MS Exchange up and running by Monday AM on a Sunday evening support call. Their MCSE answered all our questions, resolved all our problems, and stayed with us until we were happy."

John Parcelewicz, GH Metal Solutions



NEED SUPPORT NOW? CONTACT US!

Global TechForce, unlike most other IT Providers has several different ways of reaching us when you need us the most. We understand that when you need support, your business productivity slows down. And when time is money, our goal is to provide you the fastest support available.

Reach us by phone:

- 866-633-8261 Toll Free
- 954-678-2600 Corporate

Reach us by Email:

- sales@global-techforce.com
- support@global-techforce.com
- billing@global-techforce.com
- All emails sent to these addresses will create a ticket that you can track.

Reach us by Help Desk Ticket

Our Help Desk platform, allows us to track ticket requests. This gives you the best option for fast, track-able support:

- Visit: <http://support.global-techforce.com>
- Most Tickets are responded to within 60 minutes, usually with a follow up phone call.
- You can create a ticket for our Sales, Support or Billing Department.
- Live Chat is available through the Help Desk.

EXCHANGE SERVER SERVICES

Global TechForce has been working with Exchange Server issues since the 1990's. That's why we are one of the leading providers in Exchange Server Support. More businesses are looking to us for Exchange Server Support and Installation. Our certified MCSE engineers can help you fix any issues you may be experiences. We can also help plan and implement an Exchange Server in your business or home office.

Exchange Server 2013 Maintenance

Is Exchange Server running optimally? Let us analyze your Exchange Server and fix any issues before they become huge problems!

Exchange Server 2013 Migration

Our certified engineers can help your organization move from another mail technology package to Exchange Server!

Exchange Server 2013 Support

Our certified engineers have over 15 years' experience support companies like you. We've seen it all, we've fixed it all!

Exchange Server 2013 Installation

Design, Plan, Assist. Our consulting can help provide value by leveraging the experience and tools that our team has to offer.



Global TechForce deals in a wide range of Exchange Services. From Installations, Migrations, Monitoring, Support and Consultation. We're one of the top premier Exchange Providers on the Internet. Give us a call and see why Businesses and IT providers use our services too.

Exchange Server 2013 Migration

Global TechForce has done hundreds of successful migrations. We can help you migrate from:

- Exchange 2003/2007/2010 to Exchange 2013
- Lotus Notes to Microsoft Exchange migration
- POP3/IMAP to Microsoft Exchange migration

Exchange Server 2013 Health Check

Is your Exchange Server running optimally? Are you running out of mailbox space? Need your information store moved? Let us analyze and fix any issues before they become huge problems!

Exchange Server 2013 Disaster Recovery

If you're getting errors in the Event Viewer or if the Information Store won't mount, we can help! We have fixed thousands of problems such as Information Store backup recovery, corrupt database, un-mountable Information Store. If you need help, give us a call!

WINDOWS SERVER SERVICES

Windows Server 2012 is the most advanced Windows Server operating system yet, designed to power the next-generation of networks, applications, and Web services.

Global TechForce has been **deploying and supporting** Windows Server since NT 4.0. Our staff has the experience to plan and deploy Windows Server for your environment.

Sign Up today to have an engineer speak to you about Windows Server.



How We Support Your Windows Server

Our MCSE (Microsoft Certified System Engineers) can help your business deploy Windows Server 2008 into your network environment. Our engineers can provide consultation to determine what roles your server will play.

- Windows Server Setup and Server Administration
- Installation and Configuration of the OS
- Server Security Audit and Lockdown
- Active Directory Design
- Set up Windows Terminal Server
- VPN Setup
- Storage Area Network (SAN) config & maintenance
- WINS and DNS design and implementation
- Virtualization Using HyperV
- Emergency Support
- Windows Server 2003 Support

Other Supported Windows Server Operating Systems

We have been working with Windows Servers ever since Windows NT Server 4.0, Therefore it's safe to say we are experts on the Windows Server platform. ***If your business has not yet upgraded to the latest version of Windows Server and needs support on an older version, we can help!***

- Windows Server 2000
- Windows Server 2003
- Windows Server 2008
- Windows Server 2012



NETWORK SERVICES



Router Setup and Support

Global TechForce is no stranger to routers. We have been setting up routers for business and home users since 1993. **VLAN setup, Port Forwarding, Wireless LAN Setup**, we have done it all. And top brands like Cisco, Netgear, Buffalo Technology, 3Com, if they built it, we installed it!

Firewall Setup and Support

Global TechForce offers Expert IT Support for Firewall Installation and Support on products like WatchGuard, SonicWALL, Netgear, Linksys, Cisco, Juniper, Untangle and more. Let our certified engineers give you the firewall support you need for your business or home office!

Network Troubleshooting and Monitoring

Your Network is the heartbeat of your business. When you have network issues you can experience equipment downtime which results in reduced productivity and effects loss in profits. Our Microsoft Certified System Engineers (MCSEs) and Cisco Certified Network Associates (CCNAs) can help troubleshoot and fix any issues you may be experiencing. We also have tools to help identify problems before they occur. Let us help **optimize your network and maximize your productivity.**





 GLOBAL
Techforce
www.global-techforce.com