Technology Leads

Company Profile

Technology Leads IS YOUR IT MANAGER....

It is easy to think computers are so advanced that they don't have the same problems as other machines. They should work perfectly all the time. Set them up once, and they just work, right? The truth is that your computer network is a collection of complex machines and software, communicating simultaneously, performing trillions of calculations, using hundreds of parts and wires, and under constant assault by the processing needs of the applications, unwanted viruses and spyware and their own users. Here are ten reasons every small business needs regular IT infrastructures maintenance:

- Microsoft critical security updates need to be applied at least once a month

- Firewall, virus and spyware protection needs regular review and management

- Daily use of servers and workstations by office staff can create random network issues

- Management of backup status, data selected and data testing is critical to data recovery

- Proactive server and workstation standardization minimizes problems

- Management of hard drive resources prevents storage issues & server crashes

- Analysis of server event logs can identify issues before they create network problems

- Regular optimization of server and workstations to increase speed and efficiency

- Proactive maintenance provides real peace of mind that someone is regularly caring for your network

- Predictable monthly budget and support minimizes financial and technical surprises

ABOUT US

TECHNOLOGY LEADS IS YOUR IT MANAGER

At TL we have consultants, engineers and a help desk team that will assist you in any way they can. We will have a specialist trained to your system's needs. We do not have non-technical account managers or faceless technicians arriving to offer you a service. To correctly deal with your business needs, we get to know you and your company.

KNOWLEDGE

At TL we train all of our staff so they are up to date with the latest technology. As IT is such a fast paced industry, we are working with our partners and other major IT companies testing their products before they are released to ensure that we are at the front line of new technology. We make sure that you are not exposed to untested or unstable products.

SUPPORTING PRODUCTIVITY

Our motto is that IT should work for you, leaving you to work for the success of your business. At TL we believe that IT is at the core of most operations. If staff members cannot access business critical applications, their emails, or even if printing is down, the company suffers. At TL our knowledge, experience and expertise will keep you concentrating on what you do best.

COST EFFECTIVENESS

Partnering with TL allows you to focus on your core business drivers by removing the burden of recruitment, training and the HR costs of hiring an IT professional as an employee. Our certified team allows for resilience against absence and holiday cover. Our team of experts also offers a broad skills base providing you with a wealth of knowledge, offering you the most efficient IT solution.

RESPONSIBILITY AND SECURITY

 TL always takes full responsibility for the security of your IT infrastructure. When a problem with your infrastructure arises we will take ownership of the problem until it gets resolved. We know that trusting someone with your IT is just the same as trusting someone with your office keys and we do not take that responsibility lightly. With any service we provide we make security a top priority giving you peace of mind regarding the safety of your IT.

At TL we will always install the most secure network systems complete with antivirus, firewalls, back-up systems, and restricted administrator passwords to keep sensitive information private and confidential.

OUR SERVICES

COMPUTER

Your Computer is slow, freezes or crashes

You aren't able do something you were doing before

You are noticing an unusual amount of pop-up windows

You have created work-around for something that's not working right

Backup situation

Microsoft security-related updates

Anti-virus

Firewall

Printing is inconsistent

Sending or receiving emails is inconsistent

STORAGE AND BACKUP

Network Attached Storage installation

Per user security configuration

End users and servers scheduled backup plans

Data Restore

SERVERS

Verify your backups are working

Check disk usage

Update Your OS

Update your Control Panel

Check application updates

Check remote management tools

Check for hardware errors

Check server utilization

Review user accounts

Change passwords

EMAIL MANAGEMENT

Create, Edit and delete email accounts

Backup and Restore User Mailboxes

Troubleshooting email connectivity related issues

Email Security Management

PRINTERS

Network & Local Printers Troubleshooting

Cartridge replacement

Print Quality Checkup

NETWORK

Troubleshooting network problems

Hardware and software

Installation/configuration

Planning for future network growth

Ensuring compliance with company policies

Ensuring compliance with legal regulations

Securing the network against all kind of threats

OUR SMART PACKAGES

Premium Package

2999
SAR/Month

Website + Domain Free

Visits

4 visits + **1** Urgent Call

Phone support

Supported

Remote Support

Supported

Email Support

Supported

Response time

0-60 Minutes

Onsite Support (Urgent)

Supported

Resolution Time

4 Hours

Gold Package

1999
SAR/Month

Visits

3 visits +urgent call

Phone support

Supported

Remote Support

Supported

Email Support

Supported

Response time

4 Hours

Onsite Support (Urgent)

Charged **150 SAR**

Resolution Time

8 Hours

Basic Package

999
SAR/Month

Visits

2 visits

Phone support

Supported

Remote Support

Supported

Email Support

Supported

Response time

One Business Day

Onsite Support (Urgent)

Charged **250 SAR**

Resolution Time

24 Hours

Credibility

We strive to earn enduring credibility with everyone we interact with in business. This is the essential component that helped us forge long-term relationships with our clients

Innovation

Thanks For being interested in our profile service. At BM We constantly innovate in order to come up with new ideas, services, solutions and practices that meet your specific requirements

Transparency

We consider that it is our responsibility to be honest and maximize transparency around everything we do – our capabilities, processes as well.

Dedication

Our commitment to you comes through our dedicated professionals who provide the best-in-class service so that meet your expectations & fulfill your business needs.