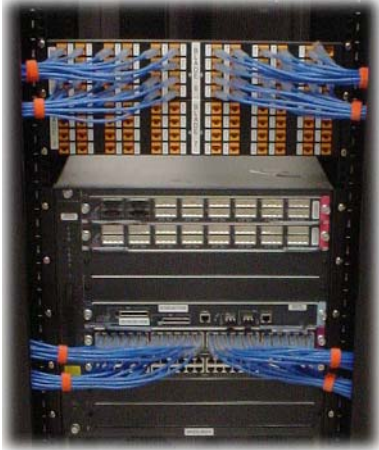




**Bringing You
the Power to Achieve!**



Tri-M Network Services Maintenance Services/Help Desk

System or equipment downtime negatively impacts your company's productivity and results in tremendous financial burden. A single incident of data loss costs businesses an average of \$10,000 - and two out of five companies do not survive a catastrophic blow to their systems and data. Rely on Tri-M's highly trained and professional staff to ensure that your systems and equipment are running efficiently and at peak performance at all times. Tri-M Network Services provides a variety of service options to suit your specific needs.

Copper and Fiber Optic Cabling

- ◆ Premise, Aerial & Underground
- ◆ Copper Tie Cable Splicing
- ◆ Fiber Optic Fusion or Mechanical Splicing
- ◆ Faulty Cable
- ◆ Certified Testing of CAT 5, 5e or 6 cabling
- ◆ Optical Power Meter Testing
- ◆ OTDR Testing

Computer Systems Help Desk

- ◆ Software Telephone Assist/Support
- ◆ Microsoft Office Applications
- ◆ Network Software Support

Contract Options

- ◆ 24/7
- ◆ 2-hour On-site Response
- ◆ Remote Telephone Support
- ◆ Time & Materials
- ◆ Pre-Paid Block Time Contracts
- ◆ Full Service Contracts
- ◆ Dedicated On-site Technician

Help Desk

- ◆ Microsoft O/S & Applications Support
- ◆ Support for a Variety of Non-Microsoft
- ◆ Computer & Network Installations Applications
- ◆ Hardware Repair Service
- ◆ Hardware & Software Support
- ◆ RAS Troubleshooting

Telephone and Voicemail Systems

- ◆ Line/Quality Problems
- ◆ Move, Adds or Changes
- ◆ Remote Troubleshooting

Network

- ◆ Gigabit/Fast Ethernet LAN Problem Diagnosis
- ◆ Connectivity/Performance Problems
- ◆ Extension of Network
- ◆ Remote Troubleshooting
- ◆ Wireless (AP's & Bridges)
- ◆ Cellular Repeaters (cellular, iDEN, PCS)
- ◆ Free Space Optics

Partial Certification List



www.tri-mgroup.com

The Tri-M Group, LLC

- ◆ Electrical Construction
- ◆ Building Automation Systems
- ◆ Network Services

204-206 Gale Lane • PO Box 69 • Kennett Square PA 19348
7584 Morris Court • Suite 230 • Allentown PA 18106
S. Park Business Complex • 7650 McEwen Road • Dayton OH 45459
206 Oak Street • Columbus OH 43235

Phone: (610) 444-1000 • Fax: (610) 444-4206
Phone: (610) 289-2420 • Fax: (610) 289-2435
Phone: (937) 312-1530 • Fax: (937) 312-1531
Phone: (614) 885-0505 • Fax: (614) 885-0050