

tristora

Technology support for smart business.

We deliver technology support and solutions that enable smart business.



IT Systems



Data Management



Worker Mobility



Telephony



Workspace Security



IT Systems

Data Management

Worker Mobility

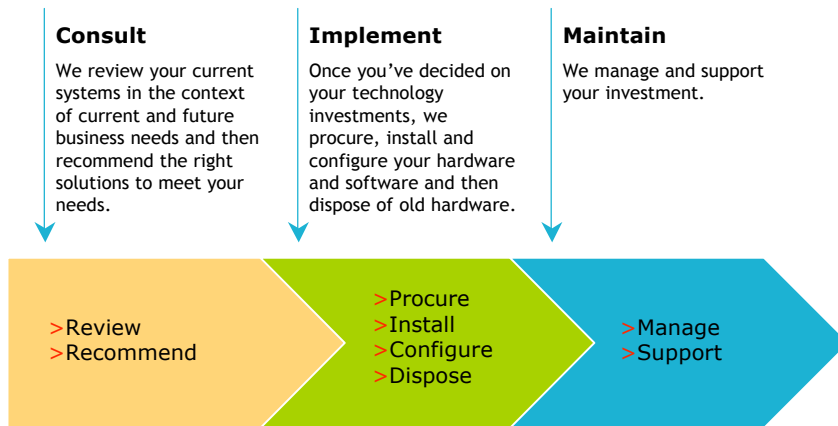
Telephony

Workspace Security

Enabling Your Business

Smart business is about getting the best possible performance and value out of investments in systems, information, mobility, equipment and premises. It's about enabling your people and delivering to customers while increasing your bottom line. It's also about focusing on today while planning for the future. Tristora delivers technology support and solutions that enable smart business. We want to become your valued technology partner in five areas: IT Systems, Data Management, Worker Mobility, Telephony and Workspace Security.

The **Tristora Methodology** emphasizes a full lifecycle approach to enabling smart business:



Tristora's Guiding Principles

When we talk about becoming your technology partner, we mean what we say and we do what we say. We approach each client interaction with the same seven principles that guide how we think and behave as valued technology partners:

1. Be customer-focused; treat customers the way we want to be treated.
2. Earn trust; keep promises.
3. Don't force solutions; behave like a stakeholder.
4. Enable smart business; listen and learn from the customer.
5. Remain connected; every customer is important.
6. Keep updated; become a trusted advisor.
7. Think strategically, act tactically; tie solutions to business goals.

Tristora's Support and Solutions



IT Systems

Data Management

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[your foundation]

[your information]

[your mobility]

[your equipment]

[your premises]

- Canned/Customized Solutions
- IT Manager Service
- Emergency Support

- Remote Data Service
- Hosted eMail Service
- Technology Policy Development
- Technology Continuity Planning

- Mobile Workforce Planning
- Mobile Data Protection
- Live Backups

- IP Readiness Assessment
- Telephony Systems/Set-Up

- IT-Enabled Access/Egress Relocations



IT Systems

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IT SYSTEMS [your foundation]

Your business is not a training ground...Tristora rises above the noise to give you proven systems and support that meet your current and future business needs.

Canned & Customized Solutions

Standardized and proven solutions that give small businesses exactly what they need. Based on your operating requirements, we recommend an already proven systems bundle (hardware and software), drop it into your business and ensure that you're up and running within days. We can also customize your solutions, adding specialized components. However, our goal is to only steer you to the things you need. We don't give you 40 things when you only need four.

Canned & Customized Solutions gives you:

- CIO-level recommendations.
- Standardized and proven systems.
- Seamless implementation of your new systems.
- Training and support on using the system.

IT Manager Service

When you don't need or haven't budgeted for a full-time IT Manager, but definitely need superior IT capability. That's where we come in. We offer contract-based IT Manager Services (one or more days/week) where we manage and support your overall technology. We come into your business, listen to your needs and manage exactly what you need.

IT Manager Service gives you:

- Manager-level support.
- VP-level insights and recommendations.
- Technology stability.
- Affordable contracts.

Emergency Support

When downtime costs you more productivity hours and money than you'd like to think about. We provide 24/7 emergency support for critical business applications. Contact us and we'll do what it takes to get your business back up and running smoothly with our retainer-based or pay-per-support services. We also offer a recovery swap program for compromised hardware.

Emergency Support gives you:

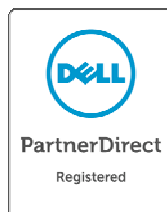
- Advanced troubleshooting.
- Fast recovery of your systems and data.
- Decreased downtime.
- Recovery swap program.
- Pay-per-support services.



"Aaron looks beyond the immediate problem to the root cause of the issue. He helps identify the source of a problem be it technical or business related and fixes the issue at its source or makes recommendations to facilitate a resolution. He has the best interests of our client at heart, but is also concerned enough to ensure that Triella's service is always excellent. That's why I like having him as one of my Technology service providers."

-Charles Bennett, Founder, Triella Technology Transformations

Tristora Solutions' Partners:





IT Systems

Data Management

Worker Mobility

Telephony

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DATA MANAGEMENT [your information]

Your information is your business...Tristora provides data management support and solutions that keep your data available and secure.

Remote Data Service

Sometimes it's not the technology, it's the human factor. Like the person who diligently did the backups but the data was still lost in a fire because he left the backup disks on his desk. Our remote data service allows us to back up your data every night and then verify that it's been backed up. And because the backup is stored on our remote server, you can get your data back anytime.

Remote Data Services gives you:

- Standard protocols for data backup.
- Remote data storage.
- Guaranteed backup and verification.

Hosted eMail Service

One of the things your business can't do without. We offer reliable hosted eMail solutions from our own remote servers, including backup, storage and archival capability. This is especially critical for businesses that must comply with access to information laws. Even if your hardware goes down, your eMail is never lost.

Hosted eMail Service gives you:

- Affordable eMail services.
- A single point of contact for all your eMail.
- Filtered eMail so it's clean when it gets to you.
- Pooled storage for all users.
- Anti-spam, anti-virus.
- Guaranteed backup and storage.

Technology Policy Development

Having a formal technology policy in place can mean the difference between rampant spamming, time-consuming viruses or even being overloaded with emails from your own employees. We help you develop and communicate the right policies for your business.

Technology Policy Development gives you:

- Standard rules and guidelines for all your workers.
- Decreased risk of viruses and spam.
- Processes for the care of your equipment.

Business Continuity Planning

Are you prepared for a catastrophic event such as a flood or fire or even a pandemic illness? We help you develop and communicate a technology continuity plan that will keep you in business no matter what.

Technology Continuity Planning gives you:

- A plan for how to deal with emergencies.
- Access to technology so you can stay in business.
- Immediate access to your data.
- Date backup services.



"Tristora has been a great help to our car dealerships. Because they are an IBM Partner, they were able to easily troubleshoot our long outstanding server problems and resolve them quickly. I would recommend Tristora as a good vendor business partner."

-Raymond Chan, IT Manager, Mississauga and Parkway Honda

Tristora's Hosted eMail Partners:





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WORKER MOBILITY [your mobility]

Your workers need mobility...Tristora delivers the right planning and support that keep your people connected and productive.

Mobile Workforce Planning

Having a mobile workforce presents its own set of challenges which need to be managed appropriately and diligently. We find out how your people work within the context of your business and then recommend the right mobile devices to enable their productivity. We then procure and configure each device and provide as-needed support to keep secure and running.

Mobile Workforce Planning gives you:

- An understanding of how your people can use mobile devices effectively.
- Recommendations on what devices to integrated into your business.
- Procurement and configuration services.
- As-needed support to keep your workforce mobile.

Mobile Data Protection

The minute you hand over a laptop or PDA to your mobile employees, security becomes an issue. Our mobile data protection service adds a security access component to your mobile devices as well as the ability to back up data no matter where the device is located. And if the device is lost or stolen, we can activate an emergency lock-down protocol and disable and erase any data on the device.

Mobile Data Protection gives you:

- Security and lockdown and a way to disable a device in case of theft or loss.

Live Backup Service

A productive mobile workforce using their mobile devices means they're constantly accessing and increasing the data on their laptops or PDA. From writing proposals to changes in their calendars the data is constantly changing and a lost, stolen or broken laptop could mean a day or more worth of work is lost forever. Our Live Backup Service allows us to sync and back-up your mobile workers' data in real time rather than waiting until the end of the day.

Live Backup Service gives you:

- Real time backup regardless of location.



“Aaron Reid has supported Network Child Care Services' IT needs for the past 18 months. During this time his assistance has been exceptional. He is fully apprised of the latest computer hardware and software and he has been able to identify the appropriate solutions for Network's requirements. As well, Aaron is professional, prompt and efficient when he responds to service calls and to our particular questions or concerns. His manner with the staff is always positive and supportive. It is always a great pleasure doing business with Aaron.”

–Spyros Volonakis, Executive Director, Network Child Care Services

Tristora's Live Backup Service Partner:





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TELEPHONY [your equipment]

Your voice technology costs money...Tristora keeps your business singing with enterprise level telephony services at an affordable cost.

IP Readiness Assessment

Are you IP-ready? We come into your business and take a look at your current infrastructure to see whether you can take advantage of IP-enabled telephony or IP-enabled access/egress.

IP Readiness Assessment gives you:

- A quick assessment of what your system can and cannot do.
- A report for where your system is now.
- Recommendations for what you need to do in order to make your system ready for telephony or access/egress.

Telephony Systems and Set-Up

Telephony is a term used to define all devices that allow interactive voice communication between two points. Computer systems make using a telephone even more cost effective, especially over IP networks which allow businesses to integrate and process all their communications through a telephony board. We make recommendations that are just right for your business and provide a step-by-step tactical plan which we then implement—everything from procurement to installation to cabling to maintenance.

Telephony Systems and Set-Up gives you:

- Affordable phone service.
- Choice of two types of systems: IP or PBX.
- Enterprise level phone solutions such as rich messaging and follow-me roam.
- Effective infrastructure planning and set-up.
- Clean and efficient cabling.

★★★★★ *“We have just recently moved into a start-of-the-art facility and Tristora was instrumental in ensuring we had everything that was necessary. Tristora was responsible for the computers, security video cameras, digital signage and telephones. I have been very pleased with the end result and professional level of services that Tristora continues to offer. Their dedication and knowledge is a major factor in ensuring our business runs without interruption on a daily basis.”*

—Sam Koundouros, President, Agincourt Hyundai

Tristora's IP or PBX Provider:

Panasonic
Ideas for life





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Data Management



Worker Mobility



Telephony



Workspace Security



WORKSPACE SECURITY [your premises]

Your business needs vigilance...Tristora helps you control your day-to-day security and provides planning and support for even the most complex relocations.

IT-enabled Access/Egress

Imagine being able to know about or control who enters or exits your premises. IT-enabled access/egress adds a whole new dimension to security management. We come into your business and recommend and set up security components that give you peace of mind—from security cameras to video-triggered commands to accurate records of movement.

Please note that our experience leads us to this recommendation: IT-enabled access/egress needs to be introduced properly into your infrastructure or they will cause problems. Call us for a consult before you begin.

IT-enabled Access/Egress gives you:

- Workspace monitoring and notification.
- Video triggered voice commands over a speaker.
- Accurate record of movement (card presentation or access granted).
- Video control of access/egress.

Relocations

Relocations are not as simple as packing up and then unloading everything at the new location. Technology adds a whole level of complexity to the move. It's not efficient to have wires all over the place or even to not have enough sources of power for your various systems. We come in, understand how you do business and then recommend how to set up your technology according to your needs and layout. We help you move the technology and ensure it's up and running as soon as possible.

Moves and Relocations gives you:

- A blueprint for setting up your technology infrastructure.
- Transfer and installation of your IT systems in the new location.
- Emergency support just in case your people need it.

Every Business Has a Beginning: For Tristora's principle, Aaron Reid, it was love at first project. Always tech savvy, even in a first career as a police officer, Aaron started focusing on technology support 20 years ago and never looked back. Best of all, he gets to interact with clients and help them solve their IT problems. Says Aaron, "I knew if I were to start my own business, I'd want to treat my customers the same way I would want to be treated." In 2008 he combined the names of his youngest children and officially incorporated as Tristora. There are four things that make Aaron tick: his adoration of technology, his passion for solving problems, his genuine respect for customers, and his love for his family. "Tristora is my legacy. And because legacies are judged by others, I need to ensure Tristora keeps its promises."