



# TuWay Communications™

Always make it work.™

## Network Support Services

*Did you know that TuWay Communications also provides network support services?*

For years, TuWay has developed a reputation as a premier provider of radio, WiFi, microwave, wireless video surveillance, and communications dispatch solutions and services. Now, in partnership with Computer Technologies, LLC, we also offer network support services including 24x7 monitoring of your network and systems and rapid on-site response to problems and issues. With new cloud based management software now available, small to mid-sized organizations are taking advantage of improved problem response and resolution as well as lower network management costs.

### ANALYZE

We assess in-place information systems and procedures, gathering the information necessary to analyze the network and systems for both functional and security deficiencies. This process yields an in-depth understanding of strengths and weaknesses and provides a clear path to a secure and highly available system.

### MONITOR

Our unified monitoring systems provide real-time notifications of any functional problems or security related issues on your networks. We employ an on-call rotation of highly skilled engineers and technicians who respond to these issues and alarms, often before users or internal staff become aware of a problem.

### MAINTAIN

Without constant care, your network rapidly becomes vulnerable to breach or service outages. We utilize a combination of both automated and manual patch deployment for operating systems and software specifically tailored to your unique needs.

## THE TUWAY DIFFERENCE

Now in our sixth decade in business, TuWay Communications supports both critical wired and wireless voice and data networks for police, fire and EMS agencies, as well as businesses throughout the region. While there are many vendors who have experience maintaining wired networks, few can also match TuWay's wireless capabilities. With the increased use of wireless technologies in all facets of the workplace, TuWay is uniquely positioned to provide predictability and reliability to all of your networked assets. This unique combination of experience means you can rely on TuWay Communications to *Always Make it Work.™*

### SUPPORT

Our support agreements provide flexible maintenance, general network administration and user support at a fixed monthly cost. You can open a trouble ticket right from client workstations via our agent application, via e-mail, or by calling our service department directly. All 24x7, 365 days a year. Using the most up to date support applications allows us to remotely diagnose and resolve many issues without the need for a site visit. However, should that be necessary, our team of certified network engineers and technicians are ready to assist.

### REPAIR AND REPLACEMENT

Depending on your needs, support plans can include repair or replacement of failed critical equipment either same day from our spares cache or via overnight replacement direct from the manufacturer.

*Call today for additional information or to schedule an assessment.*