

T C S
Enterprise Solutions to Align IT Strategies to
Business Priorities!

TCS

CORPORATE HEADQUARTERS
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Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions
Data Management Solutions



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Or visit us on the web at <http://www.oneTCS.com/>

Building Solutions

A Microsoft Gold Certified Partner located in your corporate backyard. With over ten years of enterprise experience providing Turnkey Corporate Solutions to the world's largest corporations, Turnkey has built a reputation from Wall Street to Main Street that is second to none!

TCS is recognized for unparalleled development capabilities; unrivaled application integration specialists, database administrators trained and certified in MS SQL Server, Oracle, and Sybase, and highly qualified Network Engineers, Business Analysts, and System Analysts.

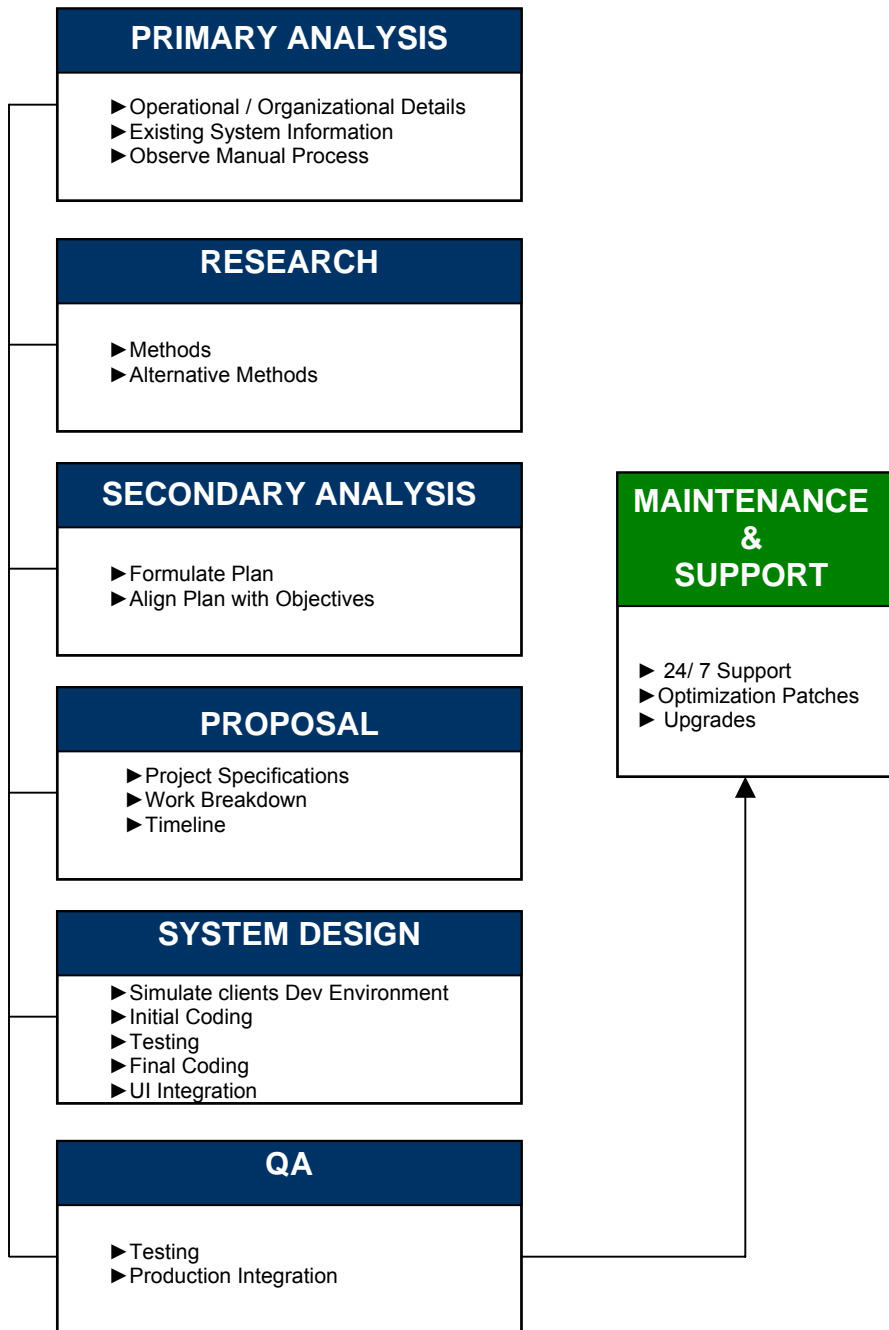
The TCS Partner and Teamwork Model insure dedication to all aspects of your project. TCS will help your management team and supporting staff do their job more efficiently, effectively, and more economical than ever thought possible.

Let TCS manage the technology so you can manage your business!

Recent Projects:

- TCS builds portal for ADP called **OneADP Service**, which will allow their clients to manage issues worldwide.
- Integrates multiple document management systems for **Sun Life Financial** and **Ontario Medical Association (OMA)**
- Solves International Unions communication issues by offering self service features to members
- Designed and developed **The Medical Center (TMC)** for medical billing, insurance claims and managing any size medical center with the help of our Electronic Medical Records (EMR)
- TCS Solves Longstanding Case Interoperability issue at a global financial institution using Global Case Management®
- For **Credit Suisse** designed and developed a Deadline Management System - Forecasting tool that spans all databases - DB2, Sybase, ORACLE, and MS SQL Server and many disparate platforms such as MVS, AS400, UNIX, NT
- Problem Tracking System - online problem tracking, assign Action Items, follow up, reporting, etc.
- Global Monitoring - monitor your jobs online real-time!

TCS Project Diagram:



Online and Telephone Support

Each development effort produces help level files, which are automatically programmed into the system. Printed documentation is also available. TCS has a 24/7 technical support team.

Support

TCS, Inc. will provide a wide range of support for your companies IT solutions, including on-call Systems Administration and a staff of skilled developers, Database Administrators, etc. on call daily.

Collective Staff Certifications

- **Microsoft Certified Partner**
- **Oracle Certified Partner**
- **MCSD** (Microsoft Certified Solution Developer)
- **MCSE+I** (Microsoft Certified System Engineer +Internet)
- **Sybase** Certification
- **MCP** (Microsoft Certified Professional)
- **MCT** (Microsoft Certified Trainer)

Response time

During business hours (9:00 am – 6:00 pm) TCS, Inc. provides immediate response time. During off-hours TCS offers on-call service with a response time of two hours.

Service	Description	Specifications	Cost
TCS Technical Support	TCS access for supported applications. Level 1- General Help Questions Level 2 – Basic trouble shooting on errors or failure	Available during regular Support Hours	Included as part of the standard maintenance agreement.
Senior Analyst Technical Support	Level 2 – In depth trouble shooting and testing to replicate issues and explore options for work around.	Available during regular Support Hours.	Included as part of the standard maintenance agreement.
Technical Lead Technical Support	Level 3 – In depth trouble shooting to verify problem or facilitate escalation to product management & engineering to prioritize problems in release management cycle.	Available during regular Support Hours.	Included as part of the standard maintenance agreement.
After Hours Support	Emergency technical support. Down Systems Only	Available after hours, 7 days a week, 365 days a year	Time +1/2.
Online Support Services	Call ticket entry for supported applications via the Internet or e-mail.	Available 24 hours a day, 365 days a year. Response is within twelve business hours.	Included as part of the standard maintenance agreement.