

Take Us To Work

We would love the opportunity to provide your office with industry leading customer service and support. As an existing client you are the best advocate to help us earn their business.

Our team of managers, technicians and network engineers have the experience to support almost any company. Our innovative solutions such as remote administration (TK Helpdesk), 24x7 on-call support, and server monitoring tools benefit clinics, schools, churches, associations, & many other businesses throughout the DC Metropolitan Area.

Our competitive pricing and cost-efficient service agreements make us a great alternative to other "tech" companies, contractors or even to augment an entire IT department.

Have your office manager or principal contact us today for a **complimentary, no obligation, site survey and technical assessment**. We can propose a solution that is almost always less expensive and more favorable than status quo.

Shouldn't your office benefit from the same great service as your family?

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Summer Savings

(Tech-Knowledge Discounts)



Summer is here once again and although school is months away this is the best time to buy your student that new laptop for college or a desktop for HS work.

Dell makes the most sought after computer because of their design, performance, warranties and pricing. We have been working closely with them for years to leverage our volume pricing to offer our clients below web-cost savings.

Contact us today for a quote on everything you will need to start this school year prepared. We'll configure it with Zone Alarm Internet Security, pre-install all the software and will set it up on your home network.

Email: tksmartshop@tkservices.com



Ink by Email

(Our Fastest Growing Service)

TK Services is now partnered with Alliance Micro to provide reduced cost ink & toner supplies. You can now send an email to: ink@tkservices.com with either the model of the printer or the specific cartridge number and quantity. We will look up the part, invoice for payment or charge your credit card (on file) and have the order delivered directly to you within 1-2 business days.

While we expect our pricing to be competitive with wholesalers and online distributors, the convenience of ordering **ink by email** is a true benefit that only TK Services can offer.

Brother - Canon - Dell - HP - Lexmark - and more...



Team TK:

- Ron Nielsen: x111**
President & Founder
- James Luce: x117**
Chief Operating Officer
- Lisa Nielsen: x116**
Director of Marketing
- Jeff Webber: x112**
Director of Operations
- Roger Burgess: x113**
Mobile Support Tech.
- John Cruces: x114**
Mobile Support Tech.
- Chris Self: x115**
Mobile Support Tech.

TECH•KNOWLEDGY

SERVICES

Life Support For The Non-Techie

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The Right Choice:

Tech-Knowledgey Services is the premier outsourced IT Solution for both on-site support and remote administration. We have established ourselves as a sole-source provider by leveraging vendor relationships, volume pricing, and cutting-edge technology to offer one of the most comprehensive IT packages in the industry.

Our genuine customer-centric attitude and unique process driven style are reshaping today's technical support expectations. We strive to earn your business every day.

Our Vision:

Our Vision is to become the global leader in technical services for residential and commercial clients by providing unsurpassed customer service and innovative support solutions.

On-Site & Remote Technical Support

For Your Business:

- Asset Management
- Cabling Services
- Fixed Price Contracts
- Multimedia Installations
- Network Administration
- Outsourced IT Provider
- Web Development

For Your Home:

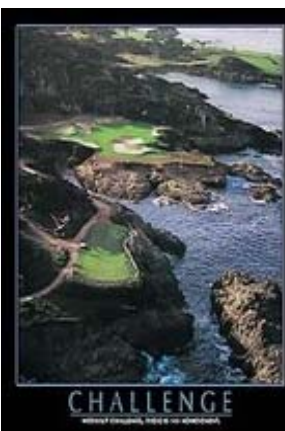
- Competitive Hourly Rates
- Computer Cleanup
- On-Site Technical Training
- Parental Controls & Monitoring
- Repairs & Upgrades
- SpyWare Removal
- Wireless Networking

For Everyone:

- 24x7 On-Call Technicians
- AntiVirus & Security
- Computer Maintenance
- Data Recovery
- Secured Remote Support
- Technical Support
- And So Much More...

Our Challenge

Tech-Knowledgey Services has been helping consumers and businesses since January 2002. We have grown steadily each year through word of mouth referrals alone and while we are beginning to develop various marketing campaigns we are committed to quality, not quantity.



We highly value the referrals from our clients above all other sources because their testimony allows us to gauge our progress. We strive to exceed all expectations and while technology can sometimes be troublesome, we hope that our level of commitment to do whatever is necessary, shows through with each visit.

This Quarter we have raised the bar and are challenging ourselves to **EARN** 35 new clients. We genuinely want to be the preferred support solution for the DC Metropolitan Area and to become the standard by which all other service providers will follow. We need your help to meet this very ambitious goal and thank you for helping us achieve last quarters goal of 25.

Our staff is working hard behind the scenes developing new, innovative solutions to support you more efficiently and to make the entire process easier. Please help us to reach your friends, family and co-workers by sending them to our website: www.tkservices.com to learn more about how we can help.

TK Standard Service:

- ✓ Backup ALL files and data to DVD
- ✓ Disinfect computer of viruses & spy ware.
- ✓ Install latest Windows patches & updates
- ✓ Install newest versions of Adobe Acrobat, AOL Instant Messenger and other common programs.
- ✓ Install or Update TK Helpdesk remote support agent for future use.
- ✓ Defrag & Scandisk Hard Drive as needed
- ✓ Verify Internet Security Protection
- ✓ Blow-out all dust and debris inside PC

Upgrade Recommendations:

- ✓ Increase system memory to 1GB for a noticeable performance boost.
- ✓ Increase data storage capacity by upgrading your hard drive for music, photos and more...
- ✓ Upgrade to Zone Alarm Internet Security