



## Torosian & Walter's *twist* *delivers cutting-edge technology*

Thank you for the opportunity to introduce *twist*, the newest division of Torosian & Walter. We created *twist* because we know how important technology is to our own success and we know how valuable it can be to you.

Whether you want to create more efficiency, less waste, tighter information controls, better communication, or increased sales, chances are that your business will rely on a technology solution as an essential component of the strategy you implement.

*twist's* strength and value, as part of your trusted team of advisors here at Torosian & Walter, comes from our ability to understand the role and purpose technology plays in helping move your business forward.

A *twist* solution is distinguished by our unique combination of business and technology expertise. We work with you:

- ✓ *to understand* your short-term needs and your long-term objectives;
- ✓ *to recommend* solutions that are appropriate for the size and scale of your business; and
- ✓ *to help* enhance the value of your business while minimizing risk.

One of our key considerations is understanding the balance between the strategic and operational drivers of your initiative. We don't simply provide you with a report filled with action items, we deliver solutions.

When you partner with *twist* you get the benefit of an entire technology department – with technology *and* business experts. And, because we are accountants, you know our recommendations make financial sense, too.



# Why *twist*?

## *A Different Approach*

*twist* takes a different approach to managing technology infrastructure than traditional "break/fix" computer companies.

## *Proactive Service*

We deliver a proactive service that analyzes and works to solve IT issues before things go wrong – a 24/7 computer maintenance and management solution that aligns our goals and interests with your business objectives.

## *Cost Effective*

Even better, our solutions are more affordable, more reliable and more predictable than the alternatives.

## *The Alternative*

Think about how your relationship with the average computer company usually unfolds – your computer breaks, you call "the tech guy," he comes out to your location, resolves the issue, and then bills you for his time.

It is easy to see how, in this type of business relationship, the technician has no incentive to do an exceptional job or special motivation to get the work done expeditiously.

## *We're In This Together*

With *twist* however, we are motivated to ensure your system is running smoothly at all times because our maintenance services are provided on a monthly fixed-cost basis. When things go wrong, the time it takes to resolve problems costs us, just as any downtime you experience costs you.

We both want you to be up and running in as little time as possible, and we both want the work done right the first time.

While we can't eliminate all problems before they occur, our remote management systems allow us to quickly and efficiently resolve your issues, often in a fraction of the time it would take a traditional technology firm.

## twist Services:

We are here to help businesses with a wide variety of technology services, including:

- ✓ Hourly Consulting
- ✓ Equipment Acquisition and Installation
- ✓ Proactive Network Maintenance for Servers and Workstations
- ✓ Computer Security: including Spam, Web Filtering, Anti-Virus, etc.
- ✓ Business Continuity Solutions: including backup, disaster recovery, server fail-over and offsite storage
- ✓ Custom Software Development
- ✓ Business Automation
- ✓ Process Re-engineering
- ✓ Project Management
- ✓ Less-Paper Workflow Environment
- ✓ User Training and Education

## Getting started in the right direction:

At *twist*, we start by helping you develop a technology plan that aligns with your business objectives: a three step process we call **A.I.M.**™



### Assess:

Review your existing technology environment and develop recommendations to enhance the value it provides



### Implement:

Reconfigure your existing environment and/or implement new solutions to conform to best practices

































### Maintain:

Proactively monitor and manage your technology environment to keep it operating efficiently and effectively



## Proactive Network Maintenance includes...

Watchdog		Server		Workstation	
	SPAM Blocker		24x7 Monitoring		Daily Health Check
	Web Filter		Heartbeat Service		Check Services
	Spyware Blocker		Review Event Logs		Security Check
	Virus Blocker		Server Antivirus		Workstation Antivirus
	Intrusion Prevention		Exchange Antivirus		Workstation Antispyware
	Identity Theft Blocker		Install Service Packs		Install Service Packs
	Protocol Control		Security Updates		Security Updates
	Attack Blocker		Performance Tuning		System Inventory
	E-mail Failover		Disk Space Monitoring		Disk Space Monitoring
	Dedicated Server		Remote Remediation		Remote Remediation

Whether your business goals include improved growth, increased efficiency, or cost-effective IT management, *twist* is the single-source provider of computer solutions that are always tailored to your specific needs.

**Contact *twist* technology solutions today by calling 559.256.5600**