

## Product & Service Offerings

### Managed Security

- Dark Web Monitoring
- Managed Firewalls
- Security Awareness Training (SAT)
- Managed Detection and Response (MDR)
- Inbox Detection and Response (IDR)
- Virtual Compliance Officer (VCO)
- DNS Protection
- Security Awareness Training

### Communications and Collaboration

- Unified Communications
- WebEx
- SIP Trunking
- Audio Conferencing
- Web Conferencing
- Digital POTS
- Microsoft Teams Voice

### Managed Networking and IT

- Managed Endpoints (servers and workstations)
- Managed Backup and Disaster Recovery
- Managed Microsoft Office 365
- Datacenter Solutions
- Managed Power
- Circuits
- Managed Edge

### Network Services

- Cybersecurity
- SD-WAN
- Private Networking
- Business Internet
- Ethernet Transport
- Wireless

## Sales Engineer Take On Best Fit

TPx is a managed services provider with a full suite of managed IT, cybersecurity, network aggregation, and UC solutions. The ideal customer fit would be SMB with limited IT resources, retail and multi-site businesses, professional services, healthcare, and financial companies (legal, accounting, consulting, banking) looking for data security and compliance.

- Eric Cooke, Senior Sales Engineer Colo and Connectivity

## Key Features & Differentiators

- We make IT easier for businesses (SMBs) with 20 to 500 employees
- Focused Security Solutions: Managed Services, Advisory Consulting, and Implementation
- Expansive channel team for local support and presence including Channel Managers, Solution Architects, and Security Overlays
- Multi-site, multi-product, standard repeatable
- Heavily regulated industries
- Complete Solution for Phishing protection
- Virtual Compliance Officer and numerous assessments and complimentary evaluations
- Dedicated Project Managers for Channel only
- Enterprise consulting at SMB pricing

## Top Industries Served

- Financial Services
- Healthcare
- Education
- Non-Profit

## Ideal Customer Profile

- We make IT easier for businesses (SMBs) with 20 to 500 employees
- Multi-site, multi-product
- Heavily regulated industry
- Limited IT staff

## Qualifying & Technical Questions

### Generic Questions:

- Can you tell me about your business?
- What is the technology you use today?
- Do you have any pain points or chronic technology issues?
- How do you see the growth of your company and the use of technology in the future?
- Do you have an internal IT department or do you use an MSP?
- Is your business expecting to move or add new office locations soon?
- Do you have a business continuity and disaster recovery strategy?

### Security Questions:

- Is cybersecurity top of mind for you?
- What do you currently do when it comes to cybersecurity?
- Are there specific areas of cybersecurity you would like to improve?
- Do you have a written security program?
- Do you have a specialized security expert in-house or do you outsource?

### Networking Questions

- What does your network look like today (diagram/configurations)?
- What are the pain points on your network today?