TRINUS

stress-free IT

INNOVATION THROUGH DIGITAL TRANSFORMATION

COMPANY
OVERVIEW

TRINUS TECHNOLOGIES INC.
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BUSINESS HOURS
Monday through Friday 8:00AM – 5:00PM

TRINUS is a privately-held firm incorporated in Alberta as a limited company in 1997. For almost a quarter of a century we've been providing IT support and networking services to municipalities, health clinics, and small to midsize businesses, including professional and commercial/industrial clients). Our 7,000 sq. ft. dual-building facility houses roughly 25 professional technicians, engineers, and cyber security experts alongside our in-house data centre providing private cloud and disaster recovery services to our clients.

Our business model uses a direct-to-client approach that assigns support teams to client accounts. This enhances each team member's understanding of their client's needs and helps build personal relationships. Backed up by a robust technical resource pool with over 100 years' of combined IT experience, TRINUS is proud of both our history of exceptional customer satisfaction and our forward-thinking culture. Visit our website (www.trinustech.com) to read references and learn more about our exceptional products and services.

WE ARE...

RELIABLE

CLIENT-FOCUSED

PROFESSIONAL

We will not allow a technical challenge to go unsolved and we strive to honor our commitments on time while exceeding expectations.

We build lasting, personal relationships with our clients and colleagues.

We treat everyone (but especially clients and colleagues) with dignity and respect.

MANAGED IT SERVICES

MANAGE YOUR IT LIKE THE PROS

Managed IT means control and clarity for the confusing chaos that is your IT hardware, software, and devices. Our Managed IT Services ensure you get the best return on your IT investment by providing expert technical and management advice alongside professionally delivered IT services using industry-standard best practices at minimum and often exceeding them.

TECHNOLOGY AT IT'S CORE

Information Technology is an important ingredient in empowering organizations to supply better services to their own clients. Managed IT is the planning, implementation, maintenance, and support of an outfit's IT needs.

MANAGED IT BENEFITS

SUPPORT

- Helps by: Taking Calls via HelpDesk
- Stimulates: User Productivity and Efficiency
- Boosts: Confidence and User Satisfaction
- Optimizes/Amplifies/Generates/Drives: User Confidence

MAINTENANCE

- Enhances: Reliability
- Improves: Security
- Prolongs: Physical Life of a Server
- Prevents: Surprises by Unexpected Outages
- Maximizes: Performance and Capacity

IMPLEMENTATION

- Good Implementation brings about: Efficiency and Minimizes Disruption
- Professionalism and Efficient Deployment Produces: Customer Satisfaction.
- Reduces: Stress and Downtime.
- TRINUS Leads by: Quality; NOT Costs.

PLANNING

- Removes: Uncertainty
- Provides: Efficiency, Peace of Mind, Confidence, Clarity, Certainty, Predictable Projected Costs
- Reduces: Errors, Downtime, Inaccuracies, Costs
- Enhances and Improves: Employee Productivity
- Increases: End-User Satisfaction

TRINUS SERVICES

LEGACY
Services as Required
Designed for 1 to 5 Users

STANDARD
Includes Monitoring & Selected Services
Designed for 3 to 10 Users

PREFERRED
Fully Managed Premium IT Services & Support Designed for 10 to 50+ Users

SERVICE	LEGACY	STANDARD	PREFERRED
NETWORK OPERATIONS CENTRE			
Server Monitoring	X	✔	✔
Network Monitoring	X	✔	✔
Workstation Monitoring	X	✔	✔
Automatic System Updates	X	A	✔
Pro-active Response to Alerts	X	X	✔
SYSTEM MANAGEMENT			
License Management	X	X	✔
Backup & Disaster Recovery	X	A	✔
Email Management	X	A	✔
Account Management	X	A	✔
Asset Management	X	X	✔
CYBER SECURITY			
Firewall Management	A	A	✔
Internet Traffic Management	X	A	✔
Password Management	X	A	A
Secure Remote Access (VPN)	A	A	✔
Two-Factor Authentication	A	A	A
SPAM Filtering	A	A	A
Best Practice Policy Review	X	A	✔
Advanced Countermeasures*	X	A	A

X - Not Available   **A** - Available Subject to Additional Charges   ✔ - Included

*Advanced countermeasures can combine up to 20 cyber security services into a comprehensive suite of high-level cyber attack prevention tools

SERVICE	LEGACY	STANDARD	PREFERRED
PROJECT SERVICES			
Needs Assessment & Budgeting	A	✔	✔
Project Planning	A	A	✔
Staging, Deployment, & Logistics	A	A	✔
Data Migrations	A	A	✔
User Training	A	A	✔
Post-deployment Support	A	A	✔
Scheduled Onsite Maintenance	X	A	✔
Hardware Service & Support	A	A	✔
HELP DESK			
Unlimited Real-time Access	X	A	✔
Secure Remote Troubleshooting	A	A	✔
Triaged & Emergency Support	X	A	✔
Continuous Monitoring	X	✔	✔
Extended Hours	X	A	✔
CLOUD HOSTING			
Offiste Backup & Recovery	X	A	A
Disaster Recovery Response	X	A	A
Two-Factor Authentication	X	A	A
Microsoft Server Infrastructure	X	A	A
Microsoft Desktop-as-a-Service	X	A	A
High Performance Environments	X	A	A
Canadian Data Sovereignty	✔	✔	✔
PROCUREMENT			
Flexible Purchase Options	A	A	✔
Cost-plus Purchase through TRINUS	X	X	✔
System Planning for Client Purchase	A	A	✔
TRINUS-managed RFQ & Tenders	A	A	✔
Flexible Delivery Options	A	A	✔
Staging, Delivery, & Setup	A	A	✔
Flexible Payment Options	X	A	✔

X - Not Available **A** - Available Subject to Additional Charges ✔ - Included

SERVICE	LEGACY	STANDARD	PREFERRED
MICROSOFT 365 SUBSCRIPTIONS			
Premium Bundles with:	A	A	A
AppRiver Email Threat Protection	A	A	A
AppRiver Email Continuity	A	A	A
SherWeb Office Protect	A	A	A
Enhanced Veeam Email Backup	A	A	A
REPORTING			
Monthly Summary Reports	X	A	✔
System Performance & Capacity	X	A	✔
Ticket Reviews	X	A	✔
Backup Integrity	X	A	✔
Security Review	X	A	✔
IT Assets	X	A	✔
Subscription & Licenses	X	A	✔
Customized & Reports on Demand	X	A	✔
Quarterly Business Reviews	X	X	✔
Annual Business Review	A	✔	✔
TRAINING			
Web-based Microsoft 365 Training	A	A	A
Teams (Basic & Advanced)	A	A	A
SharePoint	A	A	A
OneNote	A	A	A
OneDrive	A	A	A
Office Applications	A	A	A
Customized Group Coaching	A	A	A
Needs Assessment & Evaluations	A	A	A
Post-training Support	A	A	A
Management Reports	A	A	A

X - Not Available **A** - Available Subject to Additional Charges ✔ - Included

INDUSTRIES

MUNICIPALITIES

With more than 40 active municipal clients, TRINUS offers leadership in business-focused technology solutions. We help municipalities provide valuable information to ratepayers that is timely, relevant, and cost-effective by coordinating effective service, support, and consultation for municipalities across Western Canada.

HEALTH CLINICS

TRINUS understands the importance of cyber security and disaster recovery, both of which are of paramount importance in the medical field. Working with clinics, we provide complete managed solutions to ensure data is safe and rigorous compliance standards are met, by providing strategic IT management advice and data security measures to clinics across Western Canada.

SMALL AND MEDIUM BUSINESSES (SMBs)

Maximize your company's uptime and minimize your security risk. Businesses rely on having stable and reliable IT. Every minute of downtime destroys productivity and costs you money. TRINUS's complete IT solutions mitigate and prevent these risks while providing robust business-enhancing services, including Cloud Services, to clients of virtually any size.