

Full-Service Business Managed IT Support



TOP NOTCH
Computers & Repairs • Commercial Technology Services

info@topnotchcomputers.com | 800-307-1249

Meet the best, and last IT company you'll ever need.

Did you know that Top Notch clients are statistically more successful than their competitors? Put us in your corner and see how easy it is to reach new heights with properly functioning IT in place.

Equipment outages, data loss and compromise, or even loss of connectivity can be devastating. Businesses cannot afford to lose continuity with excessive downtime or to pay to fix the same issues over and over again. We safeguard our clients from these circumstances through our managed IT services. And we do so with accountability, open communication, and the knowledge to make suggestions when a change needs to happen.

What Makes Us Top Notch

Founded in 1999, we are, and always will be, privately held and family owned. Free from private equity, venture capital and outside interests, our priority remains the best interests of our customers.

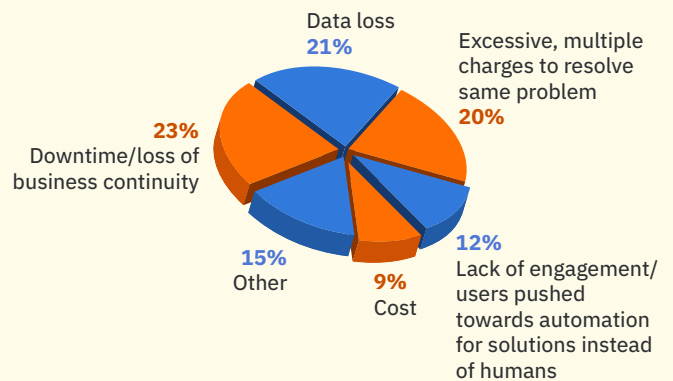
Our in-house team of experienced and personable field engineers, consultants, office staff, and repair techs are qualified experts with the most up-to-date training available. We are always ready to assist, with a genuine passion for what we do. We are professionals, not geeks.

Ask around. We do an excellent job for a fair and affordable price. Your satisfaction, return business, and referrals are priceless to us. We treat you how we would like to be treated and offer warranties on all our work.

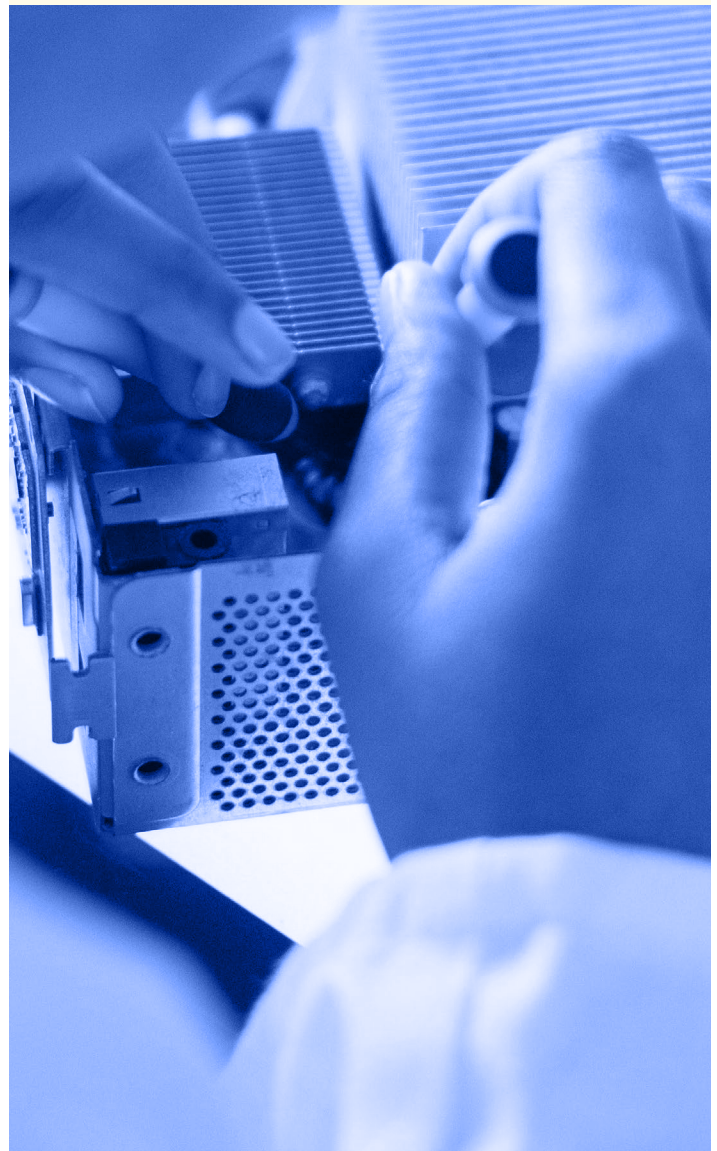
Did you know the average cost to clean up a cyberattack, breach, or compromise for a business with under 500 employees is around 3 million dollars?

Business News Daily, 2022

Common Reasons for Switching IT Companies



Independent Study, Dec. 2022



Advantages of Our Comprehensive Managed IT Plans

- ▶ No extra charge for 24/7 emergency support in most cases; Guaranteed same-day service
- ▶ Computers, networking equipment, and support all come from one *extremely competent* provider
- ▶ Daily uptime, security, and backup checks on your physical site or cloud environment—performed by a real person in addition to monitoring software
- ▶ Pre-bundled, discounted base billing rate
- ▶ Featured 24/7 resident monitoring software, which will alert when email, faxing, general system uptime, or performance issues arise
- ▶ Onboarding and provisioning of new equipment; offboarding and reallocation of equipment; Secure data destruction
- ▶ Only the strongest, battle-tested computers, networking equipment, and security software

Our monthly maintenance contracts include our base routine maintenance, data protection and security bundle. We also include a certain amount of free remote and/or on-site support, based on the size and volume of your organization. Once the bundled threshold has been reached, additional time and parts used are billed as separate line items on one, convenient monthly invoice.



Design, development, implementation, and technical support—all from one qualified provider.

**WE SUPPORT YOUR IT NEEDS WITH OUR
CORE SERVICES, INCLUDING:**

Scalable Network Support and Systems Administration

No matter your size, we can build, overhaul, scale, and support your technology with ease. We will help you establish, increase, and maintain a commanding presence in the digital realm.

Personalized Computer Equipment and Repairs

From hand-built production workstations and servers to professional-grade notebooks to affordable office machines, we have got you covered in both sales and service.

Reliable Backup and Replication

Data protection is no longer considered optional for any business. In fact, it is required for industry compliance in many sectors of the economy. We offer complete peace of mind with an array of robust local and off-site backup solutions.

Trustworthy Cyber Security

We will keep you safe from cyber security risks. Our process includes risk assessments, gap analysis and penetration testing as well as cleanups from breach or compromise. As a full-service firm, we also shine when it comes to paperwork, politics, and compliance.

VPN and Remote Access

Our remote access solutions enable anyone to work from anywhere. Harness the convenience of the cloud, with the option of remaining in control of your own equipment.



Cloud Computing

If a cloud business model is the right choice for your organization, we are here to help. Did you know that almost ANY computing environment or network can be migrated to the cloud, even if it wasn't designed for it? Deploying and navigating public and private cloud platforms has been one of our longtime strengths.

Disaster Recovery and Emergency Services

Expect competent, compassionate support when the going gets tough. We have no problem working under pressure and won't stop until your systems are back to 100%.

Premium Offerings

If you need services that go above and beyond, we also offer:

- Real-time asset management
- Enhanced cybersecurity bundle
- Analytics and process engineering
- Online marketing services
- Secure password manager

Over the past three years, 45% of companies have experienced a major security incident.

StudyFinds, 2022

“I sleep easier at night knowing Top Notch is only a few blocks away. Whenever I have a problem or just need advice, I am 110% satisfied with the service I receive.”

Bill Howard, Real Estate III Commercial Properties



Our Service Area For In-Person Support

State Line

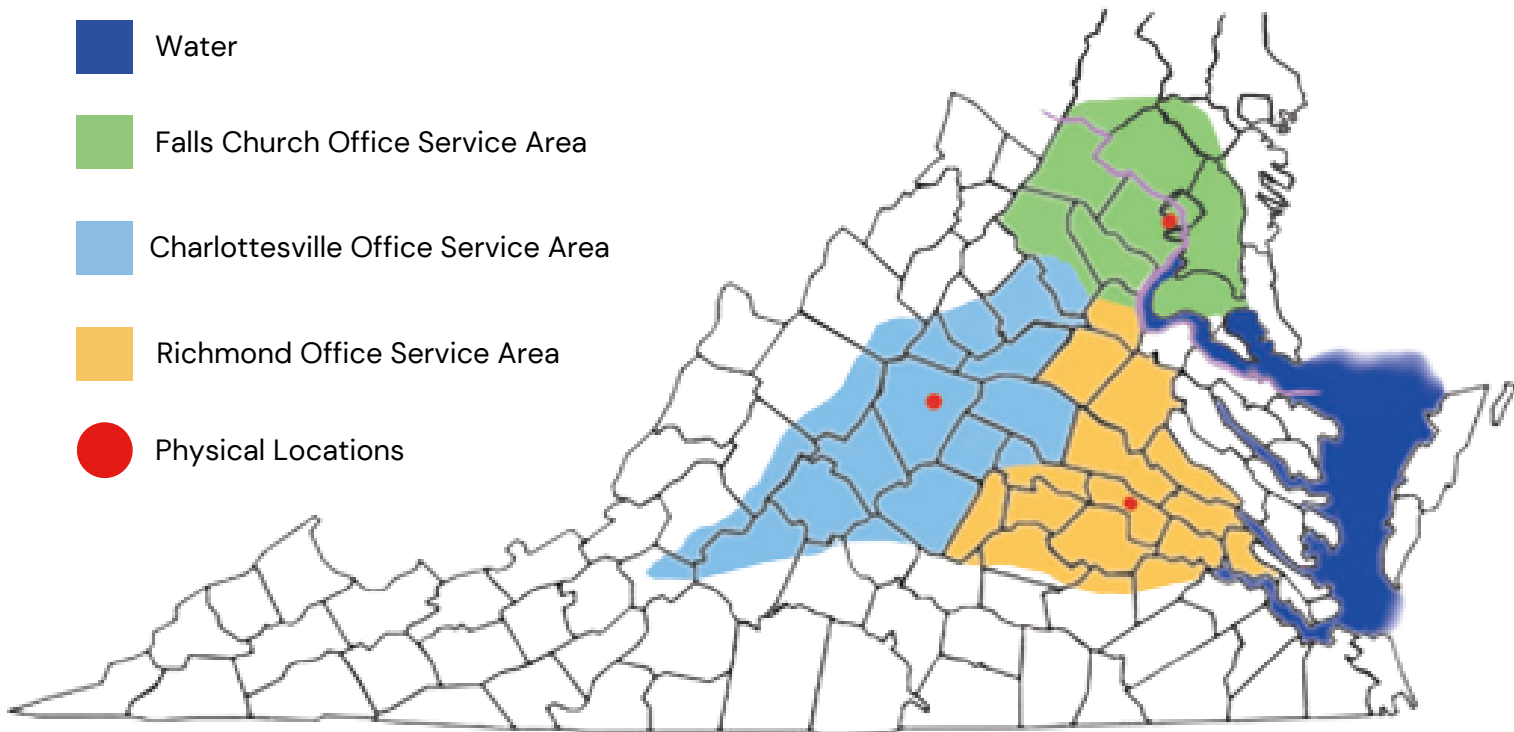
Water

Falls Church Office Service Area

Charlottesville Office Service Area

Richmond Office Service Area

Physical Locations



Outside of Our Service Area?

We offer secure remote sessions so that we are able to perform diagnostics and support you regardless of your location. We have adapted to be able to give support to all end users within an organization as most companies continue to offer remote work.

If your system must be physically serviced and you're outside our service area, check out our mailing service at www.mailyourpc.com

Your system comes directly to our office listed on the website and will be handled by one of our qualified techs! You never have to worry about missing out on our expert services.



"I HIGHLY RECOMMEND TNC AND CHRISTIAN FOR ANYONE WHO HAS COMPUTER NEEDS. FORGET OVERPAYING FOR SERVICES THAT MOST LIKELY WILL NOT WORK, I PREFER TO KEEP MY BUSINESS LOCAL, FRIENDLY AND DEPENDABLE!"

BENJAMIN BOWER