

## Technical Services

### We Keep Your System Running Optimally

TCI Technical Services team takes end to end responsibility for making sure your system is performing optimally. We concentrate on the functionality of your system, performing repairs when necessary, ordering and shipping spares, and upgrading equipment.

### We Care about Your System's Life-cycle

TCI technical services also provides liaison support to your end users for prompt troubleshooting and technical support when issues arise. Our subject matter experts and technicians ensure your system's operational availability and genuinely care about their responsibility to your system's life-cycle.

High standards every time, we stand behind our work.

## Capabilities

### Equipment Sustainment

Let us be responsible for the repair, testing, upgrade, quality assurance, and shipping of your system's components. We'll also provide logistics support to ensure that spares are always on hand and ready to be deployed for your system.

#### Here's how we can help:

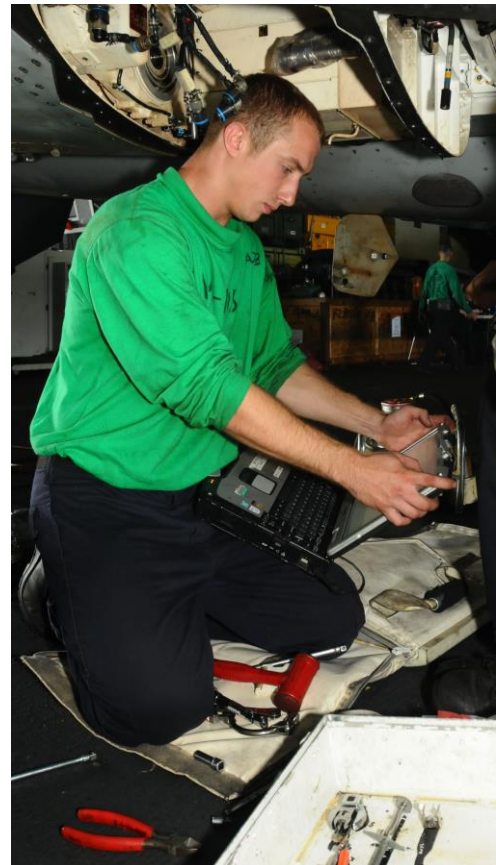
- repair, testing, upgrade, quality assurance, shipping
- system database management and configuration management
- component inventory management

### End User Liaison Support

We'll ensure that your end users always have the support they need to effectively operate your system. We're there when something goes wrong.

#### Here's how we can help:

- On-site support from subject matter experts
- Real time troubleshooting via hotline or online chat





- You might also be interested in our field engineering team who performs all the necessary training for your system, or our integrated logistics team who creates the training curriculum and materials.

## Quality System Management

We'll be responsible for establishing, documenting, implementing and maintaining your quality system.

Our quality assurance practices and policies ensure that quality products are provided to your customer that fully satisfy design criteria and operational requirements.

We firmly believe that quality is everyone's job and we work hard to foster bottom up input into decision making to ensure full employee buy-in into the process.

## Upgrade Planning and Modifications

We want to make sure your system is always available and running at its best. We support every aspect of the process, from upgrade development, sourcing of required materials, upgrade installation and testing as well as configuration management and tracking of installations.

## First Article Acceptance Testing

We'll develop and witness your First Article Acceptance Testing to ensure the equipment meets design specifications and operates as advertised by the manufacturer.

We collaborate with testing facilities to ensure the testing meets the highest standards and ensure that test results are correctly collected, recorded and interpreted.

## Technical Services Team

Our team has an average of 20+ years' experience providing technical support. We specialize in the testing, upgrade, and repair of electrical components.