

Better IT Support for Austin Businesses that Demand Cost-Effective Reliability

How we can help your business

GCS Technologies improves the efficiency and reliability of IT at your company while freeing employees to focus on business objectives, not technology maintenance



Managed IT Services

Practical, on-demand, responsive IT support



Professional Services

Technology projects and advanced supplemental support for IT professionals



Tactical IT Consulting

Executive guidance for organizations hindered by IT inefficiency

Managed IT Services: Cost-Efficient, On-Demand Support

GCS Managed IT Services returns control of IT back to the business. For too long traditional IT vendors have forced high monthly fees and long term contracts on the small and mid-sized business market. The rise of cloud technologies makes this model outdated and overly expensive.

GCS features local technicians to ensure your network is reliable and secure. The GCS Network Operations Center proactively monitors your systems, with a dedicated team that can swiftly and efficiently address any performance issues. Our approach returns cost and product control to our clients.

Immediate response to security threats or performance issues helps employees get back to business as usual.

Our standard is that 90% of regular support tickets are addressed in 30 minutes or less. GCS Managed IT Services is your one call for responsive IT support.

Fast Fix: IT problems get immediate responses via our documented emergency escalation process.

Cloud First: Reduce the need for expensive technology and fixed-fee monthly support contracts.

Controlled IT Costs: Proactive technology upgrades, on-demand support and total cost visibility keep costs down.

Flexible Support: No long-term contracts – and the ability to cancel anytime.



Largest, locally owned technology advisor in Central Texas



94% customer satisfaction rating since 2012



99.17% of support tickets receive a response in less than 60 minutes (January – June 2015)

Our technology partners



PartnerDirect
Premier

Microsoft Partner
Silver Hosting

AVAYA
Authorized Partner



Meraki



onramp

vmware
PARTNER

Professional Services: Right Skills, Right Time

GCS Professional Services helps IT leaders stay focused on top priorities and achieve amazing results via Tier 3 support and turnkey project deployments.

Many of our clients struggle with long project lists and limited staff resources to accomplish all planned (or unplanned) work on the annual calendar. Others need specialized skills for a limited period, or simply don't want to deal with the inevitable headaches of dealing directly with technology manufacturers.

Experts First: Escalate issues directly to our advanced support team for a faster resolution. GCS Tier 3 Support features a "Buck Stops Here" guarantee that ensures resolution of your problem regardless of the vendors involved.

Custom Solutions: Comprehensive designs based on years of experience and hundreds of deployments, including virtualization, storage, MPLS, cloud migrations, disaster recovery, VoIP, and more.

One-Call Support: Eliminate the challenge of dealing with manufacturer or vendor support.

Everything Included: All turnkey solutions include planning, configuration, installation, and migration assistance when needed. Technology projects, on demand.

Choose GCS Professional Services to ensure projects stay on schedule and budget – with minimal disruption to your daily operations.



"GCS is an outstanding and valued partner. Whether it is consulting, project guidance, or technical expertise, GCS is professional, knowledgeable and very responsive, and has been a huge help to my IT department." - Mooney Monteilh, IT manager, Bickerstaff Health Delgado Acosta, LLP

Tactical IT Consulting: Perspective. Insight. Execution.

GCS Tactical IT Consulting offers CIO-level expertise to improve the effectiveness of technology in any organization. Business productivity halts when infrastructure or process challenges create unplanned budget increases, excessive downtime, delayed projects, or lost time for top management.

GCS Tactical Consulting turns around underperforming IT departments. Our 360-degree technical view, combined with years of expertise and senior IT leadership skills, eliminates technical liabilities and helps internal staff adapt to changing business needs.

Improved Performance: Better performance of internal technology means increased productivity, minimized risk to the organization and better value on current spend.

Operational Efficiency: GCS Consultants fix IT departments that struggle with the day-to-day operations necessary for business to operate smoothly – including specialized assistance to minimize technology expense and meet industry-specific compliance requirements.

Executive Expertise: We help IT become, and stay, a cost-efficient and high performance department. Senior leadership can expect improvements in security, compliance, and strategic focus that's aligned with short and long-term organizational goals.

Diverse Experience: Our experience includes rapid growth firms, mergers and acquisitions, departmental turnarounds, build vs. buy counsel, budgeting/planning, cost control, and cloud consulting.

Give us a call. We'll enable your business to focus on goals, not technology.

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