



PROSPECT & NEW CUSTOMER WELCOME GUIDE

Welcome to Computer Ties

A practical guide to evaluating Computer Ties, starting service, requesting support, planning changes, and understanding billing.



LOCAL SUPPORT | CLEAR OWNERSHIP | PRACTICAL TECHNOLOGY PLANNING

Technology support should be understandable.

This packet is built for two audiences: organizations considering Computer Ties and customers beginning a new relationship with us. It explains what we do, what we do not do, how support is routed, what we need during a provider transition, how billing and approvals work, and what customers can do to help us respond efficiently.

Prospects: start with the first sections to evaluate whether your current IT relationship is giving you the visibility, responsiveness, ownership, security, and planning your organization needs.

New customers: keep the operational sections as a reference for support, portal access, staffing changes, secure information, transition work, and billing.

Start here

New business / general inquiries
517-788-6393

Website
computer-ties.com

Existing-customer support email
helpdesk@computer-ties.com

Existing-customer portal
computer-ties.com/portal/

For urgent support, existing customers should use the direct Help Desk number shown in the support section.

Contents & How to Use This Guide

A shorter, intentionally organized path from evaluating Computer Ties to becoming a supported customer.

For prospects

Pages 3-8 help you evaluate your current IT relationship, understand how Computer Ties operates, review our services, and see the industries we support.

For customers

Pages 9-18 explain support, portal access, customer responsibilities, provider transitions, onboarding, billing, partner services, and key contacts.

Evaluate Computer Ties

01	Is Your IT Relationship Giving You Enough?	3
02	What Changes with Computer Ties	4
03	Meet Computer Ties	5

What We Do

04	Core IT & Managed Services	6
05	Security, Websites & Technology Projects	7
06	Industries We Serve	8

How to Work With Us

07	Support Routes, Hours & After-Hours	9
08	Customer Portal & Remote Access	10
09	How Support Works & Your Role	11
10	Changes, Approvals & Planning	12

Starting the Relationship

11	Switching Providers: What We Need	13
12	Onboarding & Transition	14
13	Billing, Estimates & Scheduling	15
14	Partner Network: Infrastructure & Electrical	16
15	Partner Network: Specialty Services	17
16	Next Steps & Quick Reference	18

Quick orientation: the Customer Portal is for existing customers only and Computer Ties creates the account. The best way for an existing customer to get live help during Help Desk hours is to call the direct Help Desk line. Services provided by CTi Tech Plaza partner companies are listed separately on pages 16-17.

Is Your IT Relationship Giving You Enough?

A practical way to evaluate responsiveness, visibility, ownership, security, planning, and value before you renew or change providers.



BEFORE YOU RENEW

Make sure you can explain what you are buying - and what the relationship is producing.

A provider does not need to be perfect. You should, however, be able to get clear answers about support, ownership, security, backup, planning, documentation, and cost.

These questions are not a scorecard. They are a practical way to identify where your current IT relationship is strong and where you may need better visibility or support.

Can your team get help when work stops?

Know how urgent support is reached, how requests are tracked, and what happens when a problem needs escalation or on-site work.

Do you know what you are paying for?

You should be able to identify recurring services, licensing, security, backup, labor, project costs, and vendor-managed subscriptions.

Does your organization control its own accounts?

Domains, Microsoft 365, cloud services, administrative accounts, and critical vendor relationships should have clear customer ownership and recovery paths.

Are backups and security actively managed?

Ask who reviews backup failures, suspicious activity, account changes, device protection, and security concerns - and what happens when something needs action.

Are upgrades and renewals planned before they become urgent?

Lifecycle replacements, licensing changes, office moves, security improvements, and major projects should not arrive as surprises.

Could you change providers without losing control?

A healthy IT relationship should leave the customer with clear ownership, usable documentation, vendor contacts, and a supportable handoff path.

If several answers are unclear, that is worth a conversation.

Call **517-788-6393** to discuss what is working, what is not, and what you would want from a different IT relationship. You do not need passwords, a perfect inventory, or a commitment to switch just to start the conversation.

What Changes with Computer Ties

The practical differences we want customers to experience: easier support, clearer ownership, deliberate planning, and defined responsibilities.

A better IT relationship should make your organization easier to support, not harder to understand.

Computer Ties combines day-to-day support with planned technology work, security-minded operations, documentation, and local accountability. We also keep service boundaries clear: when a need belongs to another specialty, that work stays with the company responsible for that trade while Computer Ties coordinates only the IT dependencies when appropriate.

Direct access when work is affected

Existing customers have a direct Help Desk line during support hours. Routine requests are documented through email or the Customer Portal.

Documented requests and follow-through

Support work is tracked so technicians can see the history, communicate next steps, and avoid relying on one person's memory.

Customer ownership stays visible

We identify who owns domains, tenants, accounts, subscriptions, vendors, and administrative access so the environment can remain transferable and supportable.

Daily support and planned work are separated

Routine support stays in the support process. Larger changes, purchases, and projects move through estimates, approvals, and scheduling when appropriate.

Security, backup, and Microsoft 365 are part of the conversation

We help customers think about identity, device protection, backup, recovery, account changes, and Microsoft 365 administration as ongoing operational responsibilities.

Technology planning is tied to the business

Moves, new employees, equipment changes, licensing, websites, security systems, and lifecycle replacements are easier when we know about them before the deadline.

Local accountability with specialist partners

Computer Ties stays focused on IT and our direct technology services. Separate CTi Tech Plaza partners handle cabling/low voltage, phones, printing, electrical work, restoration, and coatings.

A transition can be organized

If you decide to switch, we identify the run book, customer-owned accounts, vendor information, open issues, service transfers, and outgoing-provider access that matter first.

What a first conversation should accomplish: clarify your goals and pain points, identify any urgent risks or deadlines, review the service model that might fit, and agree on the next step. We do not need passwords or sensitive credentials to begin.

Meet Computer Ties

Meet Brad Vancalbergh, Owner, and understand the leadership, operating philosophy, and customer experience behind Computer Ties.



OWNER

Brad Vancalbergh

COMPUTER TIES

Brad Vancalbergh is the Owner of Computer Ties. He leads the company with an emphasis on practical technology support, clear communication, local accountability, and long-term customer relationships.

Brad also leads the CTi Tech Plaza concept: a group of separate local companies that can work alongside one another when a project crosses from IT into another specialty. Each company remains responsible for its own scope, pricing, scheduling, agreements, and work.

That separation matters to the way Computer Ties operates. We stay focused on the IT and technology services we directly provide, while helping customers coordinate outside specialties only when a project depends on more than one company.

Owner-led direction

Brad provides overall company direction, maintains key customer relationships, and keeps the business focused on dependable service and supportable technology decisions.

Operations & service delivery

Robert Jones, Operations Manager, oversees day-to-day operations, service delivery, onboarding, project coordination, and the internal processes that keep work organized.

Team-based support

Customers are supported by a coordinated team using shared ticket history, documentation, defined processes, and escalation rather than depending on one technician's memory.

What Computer Ties is built to provide

- Day-to-day IT support and managed technology services
- Planning for projects, upgrades, lifecycle changes, and business growth
- Clear ownership of customer accounts, services, and vendor relationships
- Documentation and continuity when multiple technicians are involved
- Security-minded operations without unnecessary complexity
- Local coordination when another specialist is required

What we want customers to experience

- You know who owns the next step.
- You can get a clear explanation of what is happening.
- Recommendations are tied to operational needs.
- Important changes are planned rather than improvised.
- Responsibilities remain clear when a partner company is involved.

A relationship built around clarity and continuity.

Computer Ties is structured to help customers solve today's problems while keeping their technology understandable, transferable, and supportable over time.

Core IT & Managed Services

The day-to-day IT, Microsoft 365, infrastructure administration, hardware, backup, and support services provided directly by Computer Ties.

Computer Ties stays focused on IT support, managed technology, and the systems our customers depend on every day.

Managed IT & Help Desk

Ongoing business IT support, monitoring, maintenance, troubleshooting, ticket documentation, and coordinated technician assistance.

Workstations & Servers

Windows workstations, server environments, operating systems, common business applications, maintenance, troubleshooting, and replacement planning.

Network Administration

Routers, firewalls, switches, wireless configuration, connectivity troubleshooting, VPN-related support, and management of supported network systems.

Microsoft 365 & Email

User setup, licensing guidance, tenant administration, email, collaboration, permissions, account changes, and Microsoft 365 support.

Backup & Disaster Recovery

Backup services for supported systems, monitoring, recovery planning, restoration assistance, and practical continuity planning.

Hardware Procurement & Deployment

Business computers and related IT equipment, configuration, user setup, rollout planning, replacement, and lifecycle coordination.

Custom Systems & Computer Repair

Custom-built computers, diagnostics, component replacement, upgrades, hardware troubleshooting, and front-counter repair services.

Cloud & Remote Work

Cloud applications, remote-work support, customer-authorized remote access, account configuration, and support for users working across locations.

On-Site IT Support

Scheduled on-site work when hands-on troubleshooting, installation, deployment, physical equipment changes, or local coordination is required.

Common reasons customers involve us

New or changing staff

Prepare supported accounts, devices, Microsoft 365 access, and equipment before the employee needs them.

Something stops working

Workstation, server, network, Microsoft 365, or backup issues enter the support process so impact and next steps are documented.

Equipment lifecycle

Plan replacements, deploy supported hardware, and retire equipment from management and billing when it leaves service.

Service boundaries stay clear. Services provided by CTi Tech Plaza partner companies are described separately on pages 16-17 and are not represented as Computer Ties service lines.

Security, Websites & Technology Projects

Security, Microsoft 365 GCC guidance, websites, camera/access systems, planned IT work, and the project services provided directly by Computer Ties.

Cybersecurity

Security-focused services, endpoint protection, monitoring, practical risk reduction, account-security support, and response assistance when suspicious activity needs attention.

Identity, MFA & Access

User access, multi-factor authentication, administrative roles, account changes, and practical controls around who can reach business systems.

Security Awareness

User guidance and awareness support that helps organizations reinforce safer behavior around phishing, suspicious messages, authentication, and account use.

Microsoft 365 GCC Guidance

Government-cloud guidance for eligible public-sector organizations where appropriate, with attention to government operating requirements without blanket compliance claims.

Website Design & Hosting

Business website design, hosting, updates, maintenance, content changes, and practical support for a company's online presence.

Security Cameras & Access Control

Camera systems, door access solutions, configuration, management, and project coordination.

Technology Projects

Office technology changes, migrations, device rollouts, upgrades, account transitions, new locations, and other work that benefits from defined scope and scheduling.

Technology Planning

Lifecycle planning, replacement priorities, risk discussions, project sequencing, and practical recommendations tied to the organization's goals and operating needs.

Vendor & Service Coordination

IT-side coordination with software vendors, internet providers, cloud services, and CTi Tech Plaza specialists when dependencies need to be sequenced or communicated.

Common reasons customers involve us

Security or access concern

Suspicious activity, MFA, account access, endpoint-security questions, and practical risk-reduction work.

Customer-facing technology

Website work, security cameras, access control, and changes that affect how customers or employees interact with technology.

Planned technology change

Migrations, device rollouts, new locations, lifecycle projects, and vendor coordination that benefit from defined scope and scheduling.

Related specialty work stays with the partner that performs it. When a technology project crosses into another trade, Computer Ties can coordinate the IT dependencies while the partner company remains responsible for its own scope, scheduling, pricing, and work.

Industries We Serve

Computer Ties supports organizations across many industries. What matters most is how technology supports the way your organization actually operates.

G

Government & Public Safety

Computer Ties works with townships, municipalities, police, fire, and other public-sector organizations. Our approach emphasizes controlled access, documentation, dependable communication, conservative change management, and Microsoft 365 GCC guidance where appropriate. We do not make blanket compliance claims.

Professional & Office Environments

Reliable access to email, files, devices, Microsoft 365, business applications, and customer records is central to daily work.

Law firms • Accounting & finance • Insurance • Real estate • Property management • Professional offices

Operations, Field & Industrial

Office technology often connects to production, field employees, remote locations, vendors, equipment, and time-sensitive operations.

Manufacturing • Construction • Skilled trades • Transportation • Logistics • Agriculture

Healthcare, Education & Community

Staff access, account changes, device support, documentation, privacy, and dependable availability can be especially important.

Healthcare • Dental • Education • Childcare • Nonprofits • Churches

Retail, Hospitality & Growing Organizations

Customer-facing and multi-site environments often depend on consistent connectivity, cloud services, user onboarding, and fast response to downtime.

Retail • Restaurants • Hospitality • Multi-location • Startups • Growing businesses

Identity & access

Who should have access, what changes when roles change, and how accounts are protected.

Continuity & recovery

How downtime, backup, device failure, and service outages affect the organization.

Locations & devices

How offices, field staff, remote users, equipment, and network changes are coordinated.

Documentation & planning

How ownership, vendors, projects, lifecycle changes, and future needs stay visible.

Industry is not the only fit test

If your organization depends on computers, networks, Microsoft 365, cloud applications, cybersecurity, websites, cameras/access systems, backup, or recurring user support, we can evaluate whether Computer Ties is a good operational fit.

Residential customers

Residential support is available at the front counter, with occasional on-site appointments. Residential payment is due at the time of service.

Support Routes, Hours & After-Hours

One place for the support rules: what to call, what to submit, when the office is open, and what to do after hours.

Best way to get live help: existing customers with urgent or work-stopping issues should call the Help Desk directly at **517-905-3168** during Help Desk hours. Non-urgent requests should be documented by portal ticket or email.

Urgent / work-stopping

517-905-3168

Call the direct Help Desk line when work is stopped, a key system is unavailable, or a security issue needs immediate attention during Help Desk hours.

Routine support

Portal or Email

Existing customers should create a portal ticket or email helpdesk@computer-ties.com for routine requests, questions, planned changes, and non-urgent follow-up.

General business

517-788-6393

Use the main line for sales, quotes, billing, project discussions, repair coordination, or other matters that are not an active support incident.

Hours

Area	Availability
Help Desk	7:30 AM - 5:00 PM, Monday-Friday
General Office	8:00 AM - 5:00 PM, Monday-Friday
On-site appointments	Help Desk scheduled after remote-first troubleshooting; generally during normal business hours and up to 5:00 PM when appropriate.
Emergency line	24/7 through 517-788-6393, Option 9

After hours

Emergency: call 517-788-6393 and choose Option 9. Use this path when the issue cannot reasonably wait until the next business day. After-hours work is billed at a higher rate.

Not an emergency: simply leave a message. Someone will return it when the office opens. You may also submit a non-urgent email or portal ticket at any time for review during support hours.

The emergency line remains available 24/7. Routine requests are handled during normal support operations.

Prospects and non-customers: use the main office line at 517-788-6393. The direct Help Desk and Customer Portal are intended for existing support customers.

Customer Portal & Remote Access

What existing customers can do in the portal, how accounts are created, and how optional remote machine access works.

The Customer Portal is for existing customers only.

Your organization must already be added to the Computer Ties system, and Computer Ties must create the portal account on our end. There is no public self-registration path for prospective customers.

Submit and update support requests

Create routine support tickets, add details, and keep the conversation attached to the same request.

Review ticket history and status

See existing requests and the support history available to your authorized portal account.

Access invoices and billing

Authorized customers can review billing information made available through the portal.

Optional remote machine access

If your organization elects this service, eligible managed machines can be made available through the portal for customer-authorized remote access.

Portal access is managed

- Computer Ties creates the account after the customer is established in our system.
- Tell us when an authorized portal user needs access.
- Tell us when access should change or be removed.
- Do not share portal credentials with unauthorized users.

The portal is not the urgent-support path

If work is stopped and you need live assistance during Help Desk hours, call **517-905-3168**. A portal ticket is appropriate when the request can be documented and handled in normal priority.

Portal: computer-ties.com/portal/

Do not use the portal or normal email to send passwords, MFA codes, backup codes, private keys, payment-card data, CJI, protected personnel information, or other sensitive credentials. If secure access or evidence is needed, Computer Ties will arrange a secure method.

How Support Works & Your Role

A remote-first support workflow, clear on-site scheduling, and the information that helps us resolve requests efficiently and securely.

1

Request is opened

Phone, portal, or email gives us the documented starting point and the customer contact for follow-up.

2

Impact is reviewed

We determine who is affected, whether work can continue, urgency, and the likely next step.

3

Remote troubleshooting first

We always try to solve the issue remotely first when the problem can reasonably be diagnosed or corrected that way.

4

On-site is scheduled if needed

If hands-on work is required, the Help Desk coordinates and schedules the on-site visit. Technicians do not independently schedule customer visits.

5

Escalate or plan

Larger changes, purchases, third-party dependencies, or project work move into the appropriate estimate, approval, or project path.

6

Document, follow up & close

Work performed, findings, remaining actions, and next steps are documented before the request is completed.

Remote first is intentional.

Remote troubleshooting is usually the fastest way to restore service and avoids unnecessary travel. If the issue cannot be resolved remotely, the Help Desk determines the next step and schedules on-site service when appropriate.

What you should do

Describe what is affected, what changed, what you expected to happen, and the business impact. You do not need to diagnose the technology before contacting us.

What helps us help you

- Who is affected and the best callback number
- The device, user, office, or site involved
- What the user expected to happen
- What actually happened and any visible error
- When the issue started and whether anything changed
- Whether work is slowed, one user is blocked, or operations are stopped
- Any deadline or urgency that changes priority

What not to send in normal support

- Passwords
- MFA or backup codes
- Private keys, API secrets, or encryption secrets
- Payment-card or banking information
- CJI or protected personnel records
- Detailed vulnerabilities or sensitive security evidence unless a secure method is arranged

If sensitive access or evidence is needed, Computer Ties will arrange a secure method.

Your role is to describe the impact, not diagnose the technology. Clear information helps us choose the right priority and the right troubleshooting path.

Changes, Approvals & Planning

Tell us about staffing, device, office, vendor, software, website, and business changes early so support, security, licensing, and billing stay accurate.

The easiest changes to manage are the ones we know about before the deadline.

New employees

Share the start date, role, manager, location, device needs, accounts, and access that should be prepared.

Departing employees

Provide separation timing and what access, email, devices, data, or ownership should be preserved or removed.

Role or permission changes

Tell us when responsibilities, management level, department, or access needs change.

Devices added, replaced, or removed

Give us lead time for new hardware. When a computer or device leaves service, tell us so it can be removed from management, licensing, monitoring, and billing as appropriate.

Office moves or construction

Involve us before deadlines so IT equipment, internet, network systems, cameras/access, and partner dependencies can be sequenced.

Software or cloud changes

Tell us before introducing major business software, new vendors, cloud services, identity integrations, or migrations.

Internet or provider changes

Share cutover dates, new service details, account contacts, and anything that could affect connectivity or public services.

Websites and online services

Tell us about domain, hosting, website, DNS, or business-profile changes before access or ownership becomes time-sensitive.

Billing or management contacts

Keep decision makers, approvers, billing contacts, purchase-order requirements, and invoice instructions current.

Major projects or business changes

New locations, acquisitions, renovations, line-of-business systems, security initiatives, or large rollouts should be discussed before target dates are committed.

When approval may be needed

- Work outside an agreement or normal support scope
- New hardware, software, subscriptions, or licensing
- After-hours or special scheduling
- Large changes, installations, or projects
- Third-party/pass-through costs

Why advance notice matters

Changes can affect security, device management, licensing, monitoring, backup, billing, vendor ownership, and project timing. Early notice lets us plan the work correctly and prevents old devices or services from remaining active after they should have been removed.

Switching Providers: What We Need

A practical handoff checklist for the outgoing IT provider and the customer - centered on ownership, continuity, documentation, and secure access.

FROM THE OUTGOING PROVIDER

Run book & technical handoff

- Current run book or environment documentation
- Device/server/network inventory or known system list
- Firewall, network, wireless, and remote-access configuration details
- Backup systems, retention, recovery information, and current backup status
- Microsoft 365 tenant information, licensing, and administrative ownership
- Domain, DNS, website, hosting, certificate, and registrar information
- Security tooling, management platforms, and provider-managed agents
- Vendor contacts, internet service, cloud services, and support relationships
- Open tickets, unresolved problems, projects, renewals, and deadlines

FROM THE CUSTOMER

Business ownership & authorization

- Primary decision maker and authorized contacts
- Billing contact and approval expectations
- List of locations, users, critical departments, and business hours
- Critical applications and systems the business cannot operate without
- Known projects, moves, renewals, or deadlines
- Current agreements/invoices when needed to identify service ownership
- Authorization for the outgoing provider to release client information
- Known vendors and account owners
- Any government, public-safety, insurance, or other operating requirements that affect IT

Credentials are handled securely. Do not email passwords, MFA codes, private keys, domain-transfer codes, backup codes, or other secrets. Computer Ties will arrange a secure method for any access that must be transferred.

Ownership first

Identify who controls the tenant, domain, registrar, subscriptions, cloud services, and administrative accounts.

Continuity next

Map the systems and services that must keep working during the transition.

Then remove dependencies

Coordinate provider tools, access, agents, contracts, open work, and service transfers in a controlled order.

Incomplete documentation does not automatically stop a transition. Good outgoing-provider records make onboarding faster, but Computer Ties can rebuild documentation from customer-controlled accounts and verified environment details when necessary.

Onboarding & Transition

How Computer Ties turns a handoff into an organized support relationship with known ownership, contacts, documentation, priorities, and support paths.

1

Confirm contacts & decision makers

Establish primary contacts, technical contacts, approvers, billing contacts, and how management wants to communicate.

2

Establish ownership & access

Verify customer control of key accounts, domains, Microsoft 365, vendors, cloud services, and administrative paths.

3

Review critical systems

Identify systems, locations, business applications, backup, security, networks, websites, and dependencies that matter most.

4

Transition management tools

Coordinate removal, replacement, or handoff of outgoing-provider tools and establish Computer Ties support/management access as appropriate.

5

Build the support baseline

Create usable documentation, confirm open issues, review risks, prioritize immediate work, and establish how support will operate.

6

Launch normal operations

Users know how to get help, management knows how approvals work, portal access is created as appropriate, and planned work can move forward.

What we try to verify early

- Critical systems and business applications
- Account/domain ownership and administrative control
- Backup status and recovery path
- Security-sensitive access and provider dependencies
- Known problems, deadlines, and upcoming changes
- Current support expectations and user communication path

What the customer should know after onboarding

- Who to call for urgent support
- How to submit routine requests
- Who approves purchases and project work
- What major issues or risks need follow-up
- What services remain with outside vendors or CTi Tech Plaza partners
- What the next planned technology priorities are

Portal timing: portal access is created only after the customer is established in our system. Optional remote machine access can be enabled for eligible managed machines if the customer elects that service.

Billing, Estimates & Scheduling

A single billing reference for business invoices, estimates, approvals, deposits, residential payment, after-hours work, and scheduling.

Billing basics

- Services and materials are billed after the customer has received the service or material.
- Business charges are generally compiled and invoiced on the 30th.
- Invoices are due within 30 days of the invoice date.
- A late fee is added 30 days after the due date and each month thereafter while the invoice remains unpaid.
- Residential front-counter work is due at the time of service.

Estimates & approvals

- Estimates are generated for work requiring material.
- Labor is generally not included in estimates unless requested.
- Larger or out-of-scope work may require approval before work begins.
- Some large projects may require a deposit.
- Third-party/pass-through costs may appear when applicable.

Scheduling

- Help Desk: 7:30 AM-5:00 PM, Monday-Friday
- General office: 8:00 AM-5:00 PM, Monday-Friday
- On-site appointments are generally during normal business hours.
- After-hours work is billed at a higher rate.
- Project timing may depend on approvals, material availability, and outside schedules.

1. Identify the request

Determine whether the work is routine support, billable labor, a purchase, project work, or something needing special scheduling.

2. Estimate when material is involved

We generate an estimate for work requiring material. Labor can be included when the customer requests it.

3. Obtain approval / deposit when needed

Larger changes and projects move forward after the appropriate customer approval. Some large projects require a deposit.

4. Deliver, then invoice

Services and materials are generally invoiced after delivery, using the normal invoice timing and payment terms above.

Billing or approval question?

Call **517-788-6393**. The applicable agreement, approved estimate, and invoice govern the specific scope, pricing, timing, and terms for that work.

Partner Network: Infrastructure & Electrical

CTi Tech Plaza connects customers with separate local specialists when a project extends beyond Computer Ties' direct IT services.



LOCAL PARTNER NETWORK

CTi Tech Plaza

CTi Tech Plaza brings separate local companies into one coordinated environment. The goal is not to blur service boundaries - it is to make it easier for a customer to reach the right specialist when a project crosses IT, cabling, electrical, telecommunications, print, restoration, or facility-related needs.

Phone: 517-500-8324 | Website: ctitechplaza.com

1. Identify the specialty

Computer Ties helps determine whether the request is IT work or belongs to another trade.

2. Coordinate dependencies

When work overlaps, we can coordinate the IT portion with the partner's specialty work.

3. Keep responsibility clear

Each partner scopes, schedules, performs, warranties, and bills its own services.



Professional Communication Services (PCS)

PCS handles structured cabling and low-voltage communications infrastructure. This work stays with PCS rather than being represented as a Computer Ties service.

TYPICAL REQUESTS

- Voice/data cabling and network drops
- Fiber optic cabling and infrastructure
- Aerial cabling, paging, and other low-voltage work

Phone: 517-788-7900

Website: pcs800.com



KAB Electric

KAB Electric handles electrical work for business and residential environments, including projects that may need coordination with IT equipment or technology spaces.

TYPICAL REQUESTS

- Electrical service, repairs, and upgrades
- Lighting, generators, construction, and remodeling support
- Power requirements for technology or facility projects

Phone: 517-905-3166

Website: kabelectricllc.com

Example: a network refresh may require Computer Ties for IT equipment and configuration, PCS for new cabling, and KAB Electric for power. Each company remains responsible for its own portion of the work.

Partner Network: Specialty Services

Separate specialists for hosted phones, printer/copier services, property restoration, and coatings - with direct contact information.



CTi Tech Plaza partner network

These are separate companies with their own scope, scheduling, pricing, agreements, and warranties. Computer Ties can coordinate IT dependencies when work overlaps.



K&L Telecom

K&L Telecom provides hosted business phone service and systems. Hosted phone services are provided by K&L and are not presented as a Computer Ties service.

TYPICAL REQUESTS

- Hosted business phone systems
- Hosted phone user and device setup or changes
- Business calling features, routing, and hosted-phone support

Phone: 517-208-5880
Website: kltelecom.com



Printer Source Plus

Printer Source Plus handles printer, copier, scanner, managed-print, supply, and related document-equipment needs.

TYPICAL REQUESTS

- Printer and copier equipment
- Repair/service and managed print
- Scanners, supplies, and document workflows

Phone: 517-817-0680
Website: printersourceplus.com



Property Disaster Restoration

Property Disaster Restoration handles emergency property stabilization and recovery work when fire, water, storm, mold, or related damage affects a facility.

TYPICAL REQUESTS

- Fire, water, and storm response
- Mold and emergency stabilization
- Board-up, restoration, and recovery work

Phone: 877-256-0077
Website: propertydisasterrestoration.com



RL Coatings

RL Coatings provides specialty surface-finishing services for projects that need durable or decorative coating work.

TYPICAL REQUESTS

- Powder coating
- Ceramic coatings
- Specialty and durable finishes

Phone: 517-937-2284
Website: No active website currently
Email: RLCoatings@gmail.com

Need help finding the right company? Computer Ties can help identify the appropriate CTi Tech Plaza partner and coordinate the IT portion when a project spans multiple specialties.

Next Steps & Quick Reference

A concise closing reference for prospects and customers - without repeating the full operational detail from the earlier sections.

Urgent existing-customer support during Help Desk hours: call **517-905-3168**. **Routine support:** use the Customer Portal or email **helpdesk@computer-ties.com**. **After-hours emergency:** call **517-788-6393** and choose Option 9. If it is not an emergency, leave a message and someone will return it when the office opens.

If you are considering Computer Ties

- Call 517-788-6393 and tell us what is working and what is not.
- Share your goals, recurring frustrations, major deadlines, and upcoming projects.
- Let us know if you are government or public safety.
- You do not need passwords or a perfect inventory to begin.
- If you are switching providers, we can help organize the handoff.

If you are a new customer

- Identify primary contacts, approvers, and billing contacts.
- Use the direct Help Desk number when work is affected.
- Use portal/email for routine requests.
- Tell us before staffing, software, location, provider, or equipment changes.
- Do not send passwords, MFA codes, or other secrets in normal support channels.

Computer Ties contacts

Help Desk: 517-905-3168

General inquiries: 517-788-6393

Support email: helpdesk@computer-ties.com

Existing-customer portal: computer-ties.com/portal/

Website: computer-ties.com

Address: 2903 West Michigan Avenue, Jackson, MI 49202

Hours

Help Desk: 7:30 AM-5:00 PM, Monday-Friday

General Office: 8:00 AM-5:00 PM, Monday-Friday

Emergency Line: 24/7 through 517-788-6393, Option 9

On-site: generally during normal business hours, with appointments up to 5:00 PM when appropriate

Thank you for considering Computer Ties.

Whether you are evaluating a new IT partner or beginning a new relationship with us, our goal is the same: make technology support easier to reach, easier to understand, and easier to plan around.