TRJA – WEBSITE – 2nd Revision

* The logo in the home page currently has a white background, please give it a complimenting background color that makes the logo stand out
* Provide “share this site” usual group like face book, twitter etc

Who are we:

TRJA has been working with major computer based integrated systems for Fed/State governmental and NYC agencies, not to mention major private sector corporations for well over 17-years.

Customers who have experimented with many system integrators in the past have noticed our unique abilities in project management, system design and maintaining systems and have entrusted us with major projects in their facilities. Our relationship with our clients and security product manufacturers is always of a mutually beneficial nature. Clients have benefited from reduced costs as a result of properly installed and maintained systems. Product manufacturers have benefited by having a dependable team of technical experts who can support their product line with utmost customer satisfaction.

Our Co-founder and CEO, Mr. Joy, has over 30 years experience in hi-tech Systems Integration and related security integration project lines and have designed and project managed a number of major projects both in the United States and in Europe. Mr. Joy’s expertise in the field is enhanced by his background as an Electronics and Communications Engineer. Our Vice President of Engineering, Dominic Joy, is a qualified Electrical and Communications Engineer who supervises all the major projects and utilizes his knowledge in the industry to asses and solve technical issues. Our organization is solidified by a project management staff that is well informed and knowledgeable about the industry taking great pride in delivering the utmost in professional service to our clients.

Home Page Splash:

* Increase landing page still pictures to include 2 more (milky way, choose a great pic that points to earth as a tiny dot), the 2nd pic could be shot of a dramatic looking surfing wave
* Remove automatic flip to next picture, make it manual
* Have one quotes from the list below for each picture
  + Every 10 seconds a house is broken into in this country
  + TRJA CCTV coverage in the right location has always paid off for itself in the first few months
  + The cost of researching a crime is 7 times more expensive than overhauling an entire CCTV system according to TRJA’s experience in the last 17 yrs
  + Deterrents are the best way to prevent crime….choosing the right company matters
  + (pls add any security related fact)
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  + (pls add any security related fact)

**Core Business:**We are active in the Eastern Region of the United States in the design, installation and maintenance of major computer based integrated systems for Governmental agencies, New York City agencies and major private sector corporations for the last 15-years.    Customers who have experimented with many system integrators in the past have noticed our unique abilities in project management, system design and maintaining systems and have entrusted us with major projects in their facilities.  Our relationship with our clients and security product manufacturers is always of a mutually beneficial nature.  Clients have benefited from reduced costs as a result of properly installed and maintained systems.  Product manufacturers have benefited by having a dependable team of technical experts who can support their product line with utmost customer satisfaction. 

Please click here for a detailed statement of qualifications and services.

In the home page, as you scroll down, please provide for a “support section”

**TRJA Support: (please throw in a picture here that is relevant to support like atlas holding the earth)**

Support

Premium Service

Standard Service

TRJA systems backs its products with comprehensive customer support options of **standard** and **premium** support.

For direct support to email service@TRJA.com

For improved customer support such as product update notifications and software releases, please send an email with your name, title, company name, contact information and product type to support@vicom.com

Standard Support and Maintenance

TRJA Systems provides up to three years of coverage for appliance hardware and software under its Standard Support and Software Maintenance package. With this package, you get:

1. **Telephone and E-mail Support**. from 8am to 5pm Pacific Time, Monday through Friday, and email support with 30-minute response. TRJA responds to support incidents in the order received, with priority based on severity level of the reported problem.

| **Severity Level** | **Response Time Objective** |
| --- | --- |
| **Severity Level 1** - Critical: a business process is severely affected and there is no procedural workaround. | 4 hours |
| **Severity Level 2** - Serious: a business process is affected, exposing data to potential loss, but normal business operations are not disrupted. | Same business day |
| **Severity Level 3** - Medium Impact: some loss of functionality, but no immediate business exposure. Condition can be circumvented or avoided on a temporary basis. | 2 business days |
| **Severity Level 4** - Low Impact: a minor condition or documentation error that can be easily circumvented or avoided, or a request for information or enhancement. | 5 business days |

2. **Hardware Device Fix and Replacement Protection**

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3. **Software and Configuration Updates**. Customers have access to the latest revisions, improvements, modifications and enhancements to the software and microcode of the product modules purchased. The latest code may be downloaded from the Customer Support section of Vicom's web page. three-year, non-cancelable agreement that entitles your organization to receive upgrade releases.

# Premium Support and Maintenance

For customers whose business demands require very high availability and expedited fault resolution in the U.S. and selected locations overseas, TRJA will provide Premium Support and Maintenance under one or three-year agreements, subject to coverage availability. With Premium Product Maintenance and Support, customers receive:

* **24x7x365 telephone call response and problem resolution**  
  Customers can receive level 1 through level 3 technical support on a round-the-clock basis. This means that we will open an incident report, collect configuration detail and incident data and start troubleshooting. The incident will be escalated to Engineering where it is determined that corrective action is required at the software, hardware component or system level.
* **Email notification revisions**  
  Customers who subscribe to Premium product maintenance and support will receive pro-active email notification of software and revisions to ensure they can update without delay and continue to receive maximum value from their investment in products.

**Contact Us Page**

If you have a service contract, and want to submit a service ticket, please click of the following link below: [Submit Service Ticket](http://www.myconnectwise.net/evigilant) If you have any questions or comments, please send us a message and fill out the form below:

About Us

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| --- | --- | --- | --- |
| |  | | --- | | http://trjoy.com/templates/Medium/img/company_name.gif | | http://trjoy.com/img/content/3352_3356.gif  Our Co-founder and CEO, Mr. Joy, has over 28 yearsexperience in hi-tech Systems Integration and related security integrationproject lines and have designed and project managed a number of major projectsboth in the United Statesand in Europe. Mr. Joy’s expertise in the field is enhanced by his background as anElectronics and Communications Engineer. Our Vice President of Engineering, Dominic Joy, is a qualifiedElectrical and Communications Engineer who supervises all the major projectsand utilizes his knowledge in the industry to assess and solve technical issues.Our organization is solidified by a project management staff that is well informedand knowledgeable about the industry taking great pride in delivering theutmost in professional service to our clients.    Currently T.R Joy & Associates Inc employs seven technicians and four project managers. All our technicians are factory trained and certified on all ourmajor product lines and have a solid understanding and knowledge in Windowsnetworks and Microsoft / Unix operating systems.             **KeyEmployees**     **T R. Joy** - **Founder and President**                         **DominicT. Joy –SVP, Engineering               Ramesh Dorairaj -  Managing Director, Program Management** | |  |

Individual Profiles:

T.R.Joy

Title: Founder and President

* 40 yrs in the surveillance industry

Dominic Joy, BE Electrical

Title: SVP, Engineering

A calculated risk-taker with a deep intuitive tech industry knowledge, Dominic has championed multiple digital surveillance mega projects and services ensuring a stress free safe environment for his clients for the last 17 yrs.

Throughout his almost two decade experience in the world of digital surveillance, Dominic has built a reputation for developing business strategies, incubating new security models while embracing the core values of integrity, innovation, and growth.

Dominic holds a coveted electrical engineering degree from NYU, Tandon school of Engineering.

Ramesh Dorairaj, MBA, MIA, CTA, PMP

Title: Managing Director, Program Management

Ramesh stands at the front lines of people and program management in the fast moving digital security and electronic surveillance technology industry. He’s spent the last 18 years managing people and projects across the globe which has helped position himself as a leader in the world of managing large teams across continents.

Ramesh holds a Masters in International Affairs from Columbia University, NY, Computer Technology & Applications (CTA) certification from Columbia University, MBA in Marketing from University of Bridgeport, BA in Economics from Loyola College. He is also a Project Management professional (PMP) and has over 17 years of combined experience in Project/Program Management

Careers:

Systems Engineer  
  
SYSTEMS/COMPUTER ENGINEER - RESPONSIBLE FOR DESIGN OF IP BASED NETWORKED CCTV/ACCESS CONTROL SYSTEMS, PROFICIENT IN BASIC AND ADVANCED NETWORKING PROTOCOLS.  MUST HAVE GOOD KNOWLEDGE OF COMPUTER HARDWARE AND SOFTWARE.  MUST BE PROFICIENT IN SQL SERVER AND OTHER DATABASE LANGUAGES.    
SHOULD ALSO BE PROFICIENT IN LATEST VERSION OF AUTOCAD.  
SHOULD BE ABLE TO READ BLUEPRINTS AND ASSIST IN THE ENGINEERING OF PROJECTS FROM THE CONCEPTUAL STAGE.    
WILL REQUIRE TRAVEL TO MULTIPLE JOB SITES TO SUPPORT CLIENTS ON A DAILY BASIS.  
DUTIES MAY INVOLVE WORKING IN A CONSTRUCTION ENVIRONMENT. 

Services:

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| --- | --- | --- |
| |  | | --- | | **Local Service Capabilities**                     We provide 24 hour- emergency service and an additional 4-hour response / 24-Hours/7-days emergency / service call service for select customers.                          **System Integration** **Project Management** **Installation** **Service CAD design                          Consultation** **IT Consultation** **Customer Training**       We stock most major equipment at our facility and in most cases orders can be processed within the same day.     **Engineering & Project Management Capabilities** We are one of the few security & system integration companies in New York metropolitan area who are accepted by the clients we serve as true experts in all fields of systems integration work including the design, installation and maintenance of complex systems.  Our corporation is headed by a group of engineers who have a solid understanding of engineering principles and can tackle any concerns that may arise. | |  |

Products:

Major Suppliers of Security Products & Services   We have a dealership agreement with the following product manufacturers: -     
  
**Hirsch Electronics**  
                                      **AMAG Technology Corp                                
                                                   Verint Systems  
                                              DSX Access Systems**  **ONSSI**  **Bosch Security Systems   
                                         Digital Monitoring Products  
                                                  Digital Watchdog**                                **Axis Communications – Silver Partner**  **Salient Systems   
                                    G.E Systems / Infographic / Casi-Rusco**                                           **Commend Inc.**                                       **American FiberTek   
                                                       Talk-a-Phone**                                    **Fiber Instrument Sales**   **PELCO, Inc**   
**Avigilon**