



ABOUT NEW CASTLE

Student Name

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April 21, 2021

Commented [ES1]: I have accepted all the formatting changes.

Mr. Michael Haghighi
Supervisor of Operations
Fasten Works
4871 Hwy. 31 N.
Gunner, MS 68501

Thank you for choosing New Castle County Technical Services for your Industrial Gaskets needs. We are confident that you will be very satisfied with the services that we offer. We are proud to include the following new services, added to our inventory this past March.

- Desktop troubleshooting
- Software training support

The information enclosed will help you make the most of our services. If you have questions, please contact us. Your account manager, Andrea Macon, can be reached at 256-555-7100. Your account number is B0902. When you call, please have it handy so that we can expedite your requests.

As your needs change, we will be happy to help you evaluate those needs and offer you the services that will help you achieve your new goals. Again, thank you for choosing New Castle County Technical Services.

Sincerely,

Firstname Lastname

Enclosure

New Castle County Technical Services

ABOUT NEW CASTLE, INC.

New Castle County Technical Services (NCCTS) is an ISO9001:2012 small business, established in 2011 and located in New Castle County, Delaware. NCCTS provides various forms of technical support, including technical security systems, utility monitoring and control, network infrastructure cabling, and basic computer system setup and troubleshooting. We maintain a team of engineers and technicians certified by leading manufacturers, including Software Staff, TP Electronics, Panda, WattStarter, and more. NCCTS specializes in the engineering, design, and installation of unique solutions to help our clients meet or exceed their goals while simultaneously reducing the initial installation and ongoing maintenance cost. We specialize in service to the New Castle County, Delaware, area and are proud to call it home.

COMPANY BACKGROUND

NCCTS began as a commercial endeavor in 2011 when a group of engineers who were civil servants and missile defense contractors determined that a need existed for the development of network infrastructure and other technical services. The company quickly grew as it provided even more services related to the utilization of security software solutions, desktop troubleshooting, and basic cabling. Those solutions were and are provided in practical, money-saving ways, that are very attractive to our growing set of clients.

With respect for customer satisfaction, NCCTS uses selected commercial offtheshelf (COTS) products developed by leading manufacturers in the information technology industry. Employees at NCCTS are provided with ongoing training in products and skills so that our clients are assured of receiving the right solution at the right time. NCCTS prides itself on having a very high level of customer satisfaction, as evidenced by random surveys completed at the conclusion of our service calls or projects.

Upon receiving a request for assistance, engineers at NCCTS evaluate a customer's need as well as equipment involved to determine the best solution. With several years of experience in successfully solving problems related to hardware, software, and networking, our team's problem-solving skills are second to none.

We begin with a site survey that is accurate and detailed. The information gleaned is used for general cost analysis. If necessary, drawings are provided so that customers have a record of work performed. Industry standards are followed for network design by professionals who are

trained and certified. NCCTS maintains service trucks and vans equipped with tools needed for our team of technicians to provide the best service possible.

EXPERIENCE AND CERTIFICATIONS



NCCTS engineering, design, build, and integration experience aligns with the DPT Master format to include pathways, electrical, telecommunication, electronic security, and facilities management systems services. We are always seeking 100% American-made “green” manufactured equipment and products to support U.S. standards and specifications. Our experience insures efficient and effective systems and operations, life-cycle cost benefits, and compliance with industry and government standards.

ON STAFF PERSONNEL EXPERIENCE AND CERTIFICATIONS

- | | |
|--|--|
| <ul style="list-style-type: none">❖ Electrical, Mechanical and Communication Systems Engineers❖ Systems and Business Analysts❖ Network Architects, Engineers, Designers, Developers and Analysts❖ Software Application Developers❖ Master and Journeymen Electricians❖ Building Industry Consulting Services International (BICSI)❖ Registered Communications Distribution Designers (RCDD)❖ BICSI Certified Technicians❖ National Institute for Certification in Engineering Technologies (NICET) level 1, 2, & 3 Technicians | <ul style="list-style-type: none">❖ Certified Energy Manager (CEM)❖ Manufacturer Certified Data Communications Systems Designers and Technicians❖ Fiber Optic: Corning, Siemons and Sumitomo❖ Industry Certified Network and Security Engineers and Technicians❖ National Training School (NTS) certified technicians<ul style="list-style-type: none">▪ Cisco: CCNA▪ Microsoft: MCSE, MCSA, MCP▪ CompTIA Security+, A+, Server+, Network+ |
|--|--|

A FEW OF OUR CUSTOMERS

At New Castle County Technical Services, we believe you should always know exactly what you are getting. We strive to eliminate the guesswork by providing detailed proposals and scopes of work that leave no stone unturned. You will be apprised of the exact quantity and type of materials for every link of your network or computer project from the incoming service demarcation to each outlet and every cross connect in between. The following list gives you an idea of a few of our current clients.

Our Valued Connections	
McIntyre's	Since 2010
Yang, Inc.	Since 2000
Hillsboro Community College	Our latest client
Maker and Schonoughessy	Since 2015
Building Our Future	Since 2012
Turnit, Inc.	Since 1999
Call Us Today at 256-555-7100	

ACTIVE ACCOUNTS

In addition, we continue to support the following services, shown in the table below. The table illustrates our continued growth in those areas in terms of the past two years.¹ It is not surprising to see that network security and cloud integration have a larger increase than IT consulting and disaster recovery.

Active Accounts			
	2019	2020	Increase
Network Security	48	81	0.41%
IT Consulting	124	145	0.14%
Cloud Integration	38	59	0.36%
Disaster Recovery	109	132	0.17%
Total	2,338	2,437	

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¹ Information for the past five years can be made available upon direct request from the company.

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