



Network Monitoring Center & Headquarters  
81 Tower Blvd.  
Elma, WA 98541  
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## TechTell, Inc. Corporate Factsheet

*"Comprehensive Outsourced Network Monitoring Services"*

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**Corporate Mission:** TechTell Inc. provides a comprehensive set of outsourced services that cover both the technological and human aspects of Network Element Monitoring, thereby enabling public and private organizations to ensure maximum uptime of their networked resources and applications, while minimizing their capital investments and operating expenses.

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- Core Strengths:**
- TechTell offers a unique hardware and software approach to network monitoring, which combines easy-to-deploy remotely distributed monitoring points with state-of-the-art secure centralized monitoring capabilities.
  - TechTell's T'aira software provides monitoring of all remote locations from a single login, manages tracking of trouble tickets, aggregates historic data on performance trends and allows for efficient interfacing to customer organizations for timely notification and problem resolution.
  - TechTell's advanced M Series hardware devices enable remotely-programmable standalone distributed monitoring points to be located anywhere within the network, with no impacts on existing servers or other network resources.
  - TechTell's "best practices" approach to network monitoring always begins by developing an understanding of the customer's organizational structure, mission and network infrastructure, which enables optimal tailoring of TechTell's solutions to mesh with specific objectives, budget and future growth projections.
  - TechTell's state-of-the-art Network Monitoring Center offers 24x7 staffing coverage for all services and is located in a secure facility with full redundancy of networking, power and communications; as well as structural resilience for earthquakes up to magnitude nine.
  - TechTell's adaptable notification methodologies (e.g. email, pager, SMS, telephone, etc.) conform to each organization's needs, allowing for timely alerts and follow-ups according to the customer's specific preferences.
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**Customers:** TechTell serves the network monitoring needs of a wide range of customer organizations operating across both public and private sectors. These include local governments (cities, counties and special jurisdictions), public & private utilities, public safety (police, fire, etc.), school districts, telecommunications providers, Internet Service Providers (ISPs) and a variety of private enterprises, including health care and financial institutions.

TechTell's customers generally are mid-to-large size organizations with multiple locations and networked applications that represent an essential part of their daily on-going operations.

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**Partners & Resellers:** TechTell's flexible outsourced network monitoring architecture is also highly adaptable to suit the needs of partners and value-added resellers who can benefit from incorporating cost-effective network monitoring as part of their service or product offerings.

Typical partners include ISPs or carriers who wish to bundle network monitoring as an add-on to their other service offerings; independent systems integrators that design, install and support networks for businesses and government; or providers of integrated networked applications (CRM, billing, HR, accounting, etc.) that may require mission-critical uptime assurances for optimal results.

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**Locations:** Corporate HQ & Network Monitoring Center:  
81 Tower Blvd. Elma, WA 98541

Remote Monitoring Locations:  
Seattle, WA – Dallas, TX – Chicago IL – Akron, OH

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**Management/Board:** Scott Sipe, CEO, CTO, Director  
Dan Jones, President, Director  
Gloria Brown, Director  
Jerry Brown, Director  
Bill Carleton, Director

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