Totalcom

GRANITE
TECHNOLOGY SOLUTIONS

Better Together

ALLOW US TO (RE)INTRODUCE OURSELVES

Better Together

A Message to our Customers

Justin White

I'm looking forward to serving the Flathead Valley and the state like I have been since 1996. Now I get to bring you the latest in voice and IT services as a member of the Granite Technology Solutions team. I am excited, and I hope we get the chance to bring you along as well. I will continue working hard making sure our customers' needs are met and that we are getting you relevant information about new technology and what is coming. I can still be reached at the same numbers as before or through all of the avenues Granite has for communication.

Dan Penner

Dan will be staying on for the short term to assist in the merger of Totalcom and Granite. He is excited for Totalcom customers as our combined companies will be able to offer even better service and support, more technology options, and provide all the benefits that come with a team of people working together for our customers. Once the companies are merged and operations are streamlined Dan will be taking a full time IT position with a local Flathead Valley based company. He plans on continuing to live in NW Montana with his family and will keep trying to catch as many fish as he can.

Jayme Branson

As a Montana-owned and operated company, we value relationships. We thrive on developing outstanding customer experiences. We pour ourselves into delivering caring support to those we serve. We do this by investing in our people, so they are fully equipped and ready to invest in the partnerships we build with our customers. I'm excited to work together with the Totalcom team, to serve the Flathead Valley and to meet all the great customers Justin and Dan have served so well!
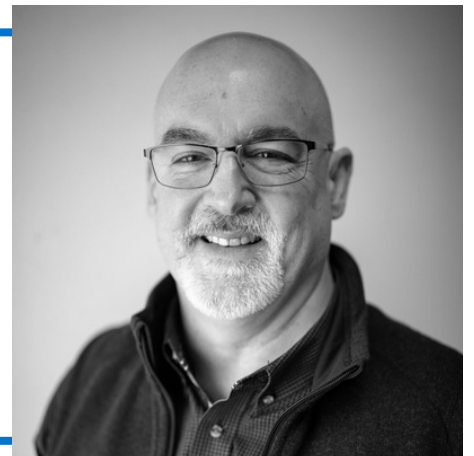
Frequently Asked Questions

Who is Granite?
For over 25 years, Granite has served clients throughout Montana and the surrounding states with end-to-end technology solutions supported by people who care. We are your neighbors, your friends, and your partner in business.

Where is Granite located?
Granite has customers corner-to-corner in Montana with offices in Missoula, Bozeman, Helena and Kalispell. We have customers outside of Montana in 22 other states supporting our customers that have business branches outside of Montana and remote workers.

What is happening to Totalcom?
Totalcom has been purchased by Granite. This is a great thing for you and us, we will continue to offer the same exceptional customer service that we always have, with the ability to provide many other new services also.

Where is Justin going?
Justin will remain and have a dual role. First, he will continue to service clients on a daily basis with technology service needs mostly around voice services. Second, he will be meeting with clients across the valley proactively to help make technology assessments to insure our customers have reliable and secure voice and network communications that are meeting their needs.

What about Dan?
Dan is staying in the valley and will be onboard through the end of Feb. to assist in this exciting transition. Then he is moving on with an exciting new opportunity.

What is going to change?
While many things will remain very similar to how they are now like having Justin to work with, quick responses, personable services and so forth...customers will sense more of a proactive approach to service than before maybe. We work hard to make sure phones, networking equipment, cabling, computers and servers, security software, email security and firewalls are fully patched and working in good order.

Will pricing change?
Our onsite hourly rate will be $125.00, minimun of one hour, then billed out per quarter hour.

How do I pay my bill?
You can pay by check or through our online portal using ACH or by credit card (coming soon). We are actually doing an upgrade on our current portal so we will introduce clients from Totalcom to the new portal after the change in mid-March.

How do I open a service ticket?
Initially, just continue to call the main number for Totalcom or email _totalcomservice@granite.tech_. At Granite, we use a ticketing system so we can manage our ticket flow and make sure we get our work done within our SLA's. We will introduce the online ticketing system in the near future.

Why is Granite giving me a service ticket number?
Ticket numbers produced by our ticketing system are used to manage tickets, ensure resources are assigned and make sure we meet our SLA for service delivery and completion.

Who's taking care of me?
Totalcom powered by Granite Technology Solutions, Justin, and our whole team will be working together to take care of you.

Why are we all doing what we do at Granite?
We love our jobs, we love providing local service, and we work hard to help our clients with business technologies so they don't have to worry about it. We want our customers to have reliable phones, workstations, networking, primary and secondary internet connections, and be safe and secure from cyber threats. We work hard doing what we do best so our customers can do what they do best without having technology issues.

Get the voice tools your team needs to work from anywhere, with UNIFI360.

Phone System

MMS Messaging

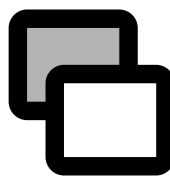Video Conferencing

Elevate Softphone App
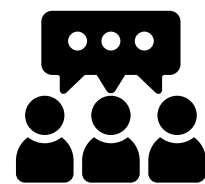
Visual Voicemail

Spam Call Blocker

Call Reporting

Screen Sharing

Remote Worker

Company Texting

UNIFI360 SYSTEM FEATURES

- Auto Attendants
- Ability to have up to five devices per user
- Busy Lamp Field/Call Presence Indicators
- Local phone number with unique extension
- Complete Remote Office Capabilities
- Call Park
- WebFax
- Audio & Video Conferencing—Conference Bridge
- Call Flip
- Busy Lamp Field/Call Presence Indicators
- Voicemail with Transcriptions to email

- Custom Hold Music & Greetings
- Page All Phones
- Call Recording
- File share and backup—2GB per user
- Caller ID
- Direct Inbound Dialing (DID)/Extension dialing
- Hunt Groups
- Softphone Mobile & Desktop App
- Call Waiting & Call Transfer
- 3-way Calling

Contact Us

406.585.0550   www.granite.tech

GRANITE
TECHNOLOGY SOLUTIONS

Managed IT Services -
Defend Your Business

Rely on us for ongoing managed IT services that take the day-to-day technology burden off your hands.

Workstation Monitoring

End-point Detection Response

Security software deployed on individual devices to monitor and respond to suspicious activities, providing real-time threat detection and mitigation within an organization's network

Antiphishing

Detect and block phishing attacks by analyzing incoming emails, websites, or messages for suspicious elements or fraudulent attempts to obtain sensitive information, helping users avoid falling victim to phishing scams.

Remote Monitoring and Management

Software tools installed on devices to enable centralized monitoring and control of endpoints, facilitating proactive management, troubleshooting, and maintenance tasks across distributed networks from a remote location.

Cybersecurity Training & Awareness

Cybersecurity training platform with micro training videos for employees, employee security scores, and automated antiphishing emails to test your employees knowledge on real life threats.

Monitoring & Management

Network Management

- Firewall management & quarterly patching.
- Performance monitoring / internet connection status.
- Switch monitoring & Wi-Fi management / VLANs.
- Intrusion prevention, advanced malware protection, application control, URL, DNS & antispam service.

Server Management

- Performance monitoring & backup status.
- Critical event logs & health status.
- Internet connection status.
- Windows services running alerts. & patches/updates.
- Managed end-point detection response.

Service Desk

- Some plans include a block of support hours allocated monthly.
- Remote and onsite support.
- Access to the professional service desk for wide range of IT issues.

Backups

- M365 cloud backups.
- Managed on premise backup.
- Replicated backup to the cloud.
- Monitor backup status.
- Verify backup status.
- Data restore.

Contact Us

406.585.0550   www.granite.tech

Get in Touch

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Emailing us will automatically
open up a service ticket

Local Team Support

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