

TECHNICAL RESOURCE CENTER LLC

Corporate Capability Statement

COMPANY OVERVIEW

Legal Name: Technical Resource Center LLC (TRCPro)

Founded: 2015

Location: Lake Placid, Florida

Service Area: Florida & Remote (U.S. National)

Website: trcpro.co | trcpro.us

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Corporate Slogan: *"Innovating Solutions for Your Needs"*

EXECUTIVE SUMMARY

Technical Resource Center LLC (TRCPro) is a Florida-based IT infrastructure consultancy specializing in enterprise-grade technology solutions for small and medium-sized businesses. Founded by Felipe R. Rojas—a technology executive with 44+ years of experience across healthcare, finance, manufacturing, and energy sectors—TRCPro bridges the gap between Fortune 500 capabilities and SMB budgets.

Our unique **Mobile Solutions Lab** approach brings fully-equipped data center resources directly to client locations, enabling zero-downtime implementations, rapid disaster recovery, and hands-on demonstrations that traditional remote-only consultancies cannot match.

CORE COMPETENCIES

Infrastructure Virtualization

- XCP-ng and VMware ESXi deployment and management
- Server consolidation and resource optimization
- Virtual desktop infrastructure (VDI)
- High-availability cluster configuration
- Hybrid cloud architecture design

Network Security & Compliance

- pfSense and next-generation firewall implementation
- VPN configuration (OpenVPN, IPSec, WireGuard)
- Network segmentation and VLAN design
- HIPAA-compliant infrastructure for healthcare
- Multi-factor authentication and biometric access control
- Intrusion detection and prevention systems

Remote Support Infrastructure

- MeshCentral self-hosted RMM deployment
- 24/7 monitoring and alerting systems
- Secure remote access architecture
- Help desk and ticketing system integration
- Proactive maintenance and patch management

Disaster Recovery & Business Continuity

- Backup strategy design and implementation
- Off-site and cloud backup solutions
- Recovery time objective (RTO) planning
- Mobile disaster recovery services
- Emergency response protocols

Custom Solutions

- QR-based inventory and asset tracking systems
- Biometric authentication with USB security keys
- Document management and workflow automation
- Custom web portals and client access systems
- Point-of-sale (POS) integration

SERVICE DELIVERY MODELS

1. On-Premise Solutions

Traditional infrastructure deployed at client facilities with full ownership and control.

Ideal For:

- Medical practices requiring HIPAA compliance
- Legal firms with sensitive client data

- Manufacturing with proprietary systems
- Businesses requiring air-gapped security

Deliverables:

- Complete hardware specification and procurement
- Installation and configuration
- Staff training and documentation
- Ongoing maintenance contracts

2. Cloud Infrastructure-as-a-Service (IaaS)

Virtual machines hosted on TRCPro's enterprise-grade infrastructure.

Ideal For:

- Startups and growing businesses
- Remote-first organizations
- Seasonal businesses with variable demands
- Companies testing new applications

Deliverables:

- Dedicated or shared VM resources
- Managed backups and security
- 99.9% uptime SLA
- Scalable resource allocation

3. Hybrid Migration Path

Unique "cloud-to-premise" strategy allowing businesses to start in cloud and migrate to owned infrastructure as they grow.

Ideal For:

- Budget-conscious startups
- Businesses planning for growth
- Organizations wanting cloud flexibility with eventual ownership
- Companies testing before major capital investment

Deliverables:

- Cloud deployment with migration roadmap
- Phased hardware acquisition plan
- Seamless transition with zero downtime
- Training on owned infrastructure

4. Mobile Solutions Lab

Industry-first fully-equipped technology bringing enterprise IT directly to client locations.

Ideal For:

- Emergency disaster recovery
- Zero-downtime migrations
- On-site demonstrations and training
- Businesses without dedicated IT space
- Multi-location implementations

Deliverables:

- On-site implementation services
- Live demonstrations of proposed solutions
- Emergency backup server deployment
- Field training and troubleshooting

VERTICAL MARKET EXPERTISE

Healthcare & Medical Practices

- HIPAA-compliant infrastructure
- Electronic health records (EHR) integration
- Secure patient portals
- Multi-location clinic networks
- Telemedicine infrastructure

Notable Clients:

- AdventHealth Hospital (EPIC system deployment)
- Royal Palm Orthopedics (4-location network)

Legal Services

- Document management systems
- Case tracking and client portals
- Secure communication platforms
- Compliance and audit trail systems
- Remote work infrastructure

Accounting & Payroll Services

- Secure financial data infrastructure
- Automated backup and compliance
- Multi-tenant client access systems
- QuickBooks and accounting software integration
- Biometric authentication for sensitive data

Real Estate Agencies

- QR-based property catalog systems
- Virtual tour infrastructure
- CRM and lead management integration
- Multi-agent collaboration platforms
- Mobile-optimized client portals

Retail & Inventory Management

- QR-based inventory tracking
- Point-of-sale system integration
- Supply chain visibility tools
- Multi-location inventory synchronization
- E-commerce platform integration

COMPETITIVE DIFFERENTIATORS

1. Executive-Level Business Acumen

Unlike typical IT consultants, TRCPro's founder brings 44 years of experience including executive roles at Sony Corporation, Ernst & Young, and national banking institutions. We understand business strategy, not just technology.

2. Mobile Solutions Lab

Industry-first approach bringing enterprise infrastructure directly to clients. No other SMB-focused consultancy offers this level of on-site capability.

3. True Ownership Model

Our hybrid approach allows clients to start with affordable cloud services and migrate to fully-owned infrastructure—avoiding vendor lock-in and ensuring long-term cost control.

4. Bilingual Services

Full English/Spanish support serving diverse Florida business communities.

5. Innovative Access Control

Biometric USB authentication providing enterprise security at SMB pricing—featuring Lexar F35 Pro fingerprint-enabled drives integrated with directory services.

6. Self-Hosted Infrastructure

We practice what we preach: TRCPro operates on our own XCP-ng virtualization platform with pfSense security, demonstrating the reliability we recommend to clients.

SERVICE TIERS & PRICING

ESSENTIAL TIER - \$199/month

For: 1-10 devices

Includes:

- Remote monitoring and support
- Monthly security updates
- Email/phone support (business hours)
- 1 virtual machine (2 vCPU, 4GB RAM)
- Daily backups (7-day retention)
- Quarterly system health reports

PROFESSIONAL TIER - \$399/month

For: 11-25 devices

Includes:

- Everything in Essential, plus:
- Biometric USB authentication (5 devices)
- Dedicated VPN access
- 24/7 priority support
- 3 virtual machines (customizable)
- 30-day backup retention
- Quarterly on-site visit (Mobile Lab)
- HIPAA compliance consultation

ENTERPRISE TIER - \$699/month

For: 25+ devices (unlimited)

Includes:

- Everything in Professional, plus:
- Unlimited biometric devices
- Monthly Mobile Lab on-site service
- Custom application development
- Disaster recovery planning
- 99.9% uptime SLA
- Unlimited virtual machines
- 90-day backup retention
- Dedicated account manager
- Strategic IT roadmap consulting

Add-Ons Available:

- Emergency Mobile Lab response: \$599 (24/7)
- Implementation day (8 hours on-site): \$1,200
- Custom QR system development: Quote-based
- Additional storage: \$50/TB/month
- HIPAA audit preparation: \$2,500

TECHNOLOGY PARTNERSHIPS

Virtualization:

- XCP-ng (Xen Orchestra)
- VMware vSphere

Security:

- pfSense
- OpenVPN
- Bitwarden (password management)

Hardware:

- Dell Enterprise Servers
- Ubiquiti Networking
- Lexar Biometric USB Devices

Cloud Services:

- Amazon Web Services (AWS)
- Google Workspace

- Microsoft 365

CASE STUDIES

Case Study 1: Healthcare System-Wide EHR Deployment

Client: AdventHealth Highland County

Challenge: Migrate entire hospital system to EPIC EHR with zero downtime

Solution: Intensive 2-month deployment coordinating hardware, training, and cutover planning

Results: Successful launch across all facilities, unified patient records, seamless transition

Case Study 2: Church Multi-Campus Network

Client: First Presbyterian Church ARP

Challenge: Connect multiple buildings with reliable network for worship, education, and administration

Solution: Structured cabling, managed switches, centralized server infrastructure

Results: 5 years of reliable operation, remote support capabilities, enhanced communication

PROJECT APPROACH

Phase 1: Discovery & Assessment (Week 1)

- Business needs analysis
- Current infrastructure audit
- Pain point identification
- Budget and timeline discussion
- Preliminary solution design

Phase 2: Proposal & Planning (Week 2)

- Detailed technical proposal
- Hardware/software specifications
- Implementation timeline
- Training plan
- Cost breakdown and ROI analysis

Phase 3: Implementation (Weeks 3-6)

- Equipment procurement
- Pre-configuration and testing

- On-site installation (Mobile Lab)
- Data migration
- System integration

Phase 4: Training & Documentation (Week 7)

- Staff training sessions
- Administrator training
- Documentation delivery
- Procedures and protocols
- Emergency contact procedures

Phase 5: Support & Optimization (Ongoing)

- 30-day intensive support period
- Performance monitoring
- User feedback incorporation
- Quarterly strategic reviews
- Continuous improvement

QUALITY ASSURANCE

Certifications & Compliance:

- HIPAA-compliant infrastructure design
- SOC 2 principles adherence
- NIST Cybersecurity Framework alignment

Service Level Agreements:

- 99.9% uptime guarantee (Enterprise tier)
- 4-hour response time (critical issues)
- Monthly service reports
- Quarterly business reviews

Security Practices:

- Regular vulnerability scanning
- Patch management protocols
- Encrypted backup verification
- Incident response procedures
- Annual security audits

WHY CHOOSE TRCPRO?

-  **Experience:** 44+ years of enterprise IT leadership
-  **Innovation:** Mobile Solutions Lab and cutting-edge authentication
-  **Flexibility:** Cloud, on-premise, or hybrid—your choice
-  **Ownership:** No vendor lock-in, true infrastructure ownership
-  **Reliability:** We use the same systems we recommend
-  **Availability:** 24/7 support with emergency Mobile Lab response
-  **Bilingual:** Full English/Spanish services
-  **Local:** Florida-based with personal service commitment

CONTACT INFORMATION

Technical Resource Center LLC

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SCHEDULE A CONSULTATION

Free 1-Hour Discovery Call

Contact us today to discuss your technology challenges. Our initial consultation includes:

- Current infrastructure assessment
- Pain point identification
- Preliminary solution recommendations
- Budget and timeline discussion
- No-obligation proposal

"Innovating Solutions for Your Needs"

TRCPro - Where Enterprise Expertise Meets Small Business Values