



Reach a
higher state of
connectedness[®]

Managed Services Provider | Complete Communications, Managed IT and
Connectivity Solutions | Best-in-Class Technology | Unrivalled Customer Satisfaction



About TPx

Today's business runs on connections. It's not just who you know, it's how you reach them. But it's sure not easy. Running your business shouldn't demand a graduate degree in software engineering. Your staff has better things to do than to keep dated technology going. That's our sweet spot.

TPx is the nation's leading managed services provider, delivering best-in-class unified communications, managed IT, and managed connectivity solutions. And we back it all with specialized expertise, superb reliability, and personalized support. With our experts taking care of the planning, implementation, management, and updating, we'll help you stay ahead of ever-changing technology so you can stay connected to what matters most to your business.

Communications and collaboration

UCx Unified Communications, Contact Center, CRM Integration, SmartVoice SIP Trunking, and Virtual Fax

Traditional telecom infrastructure just isn't built to support the constant connectivity and productivity that modern businesses demand. With TPx's cloud-based communications services, you'll collaborate and exchange information faster than ever before.

We unleash your productivity by giving you the flexibility to stay connected to your business however you choose. And we do it all at a level of service quality and reliability that's practically unheard of.

Managed IT

Managed SD-WAN, Managed Networks, Managed Firewall, Managed Endpoints, Managed Backups, Managed Datacenter Solutions, and Managed Office 365

Enhance your IT support for security, performance and peace of mind. MSx Managed IT Services give you the support you need for your critical IT systems without the cost and hassle of doing it all in-house.

With MSx, we've bundled all of the essential building blocks of IT system management into one easy-to-manage program. Our IT experts will monitor your critical systems 24/7/365 and respond promptly to any issues you may have, freeing you up to focus on your core business objectives.

Nationwide managed connectivity

TPx Ethernet Transport, TDM, Fixed Wireless, Fiber, Cable, 4G LTE, Over the Top (OTT), High Speed Internet Access

Every business has unique communications requirements. What's consistent is the need to connect customers, locations, suppliers and markets in an easily managed, reliable, and cost-effective network that is designed around your business growth strategy. TPx provides custom network connectivity solutions with the ability to provision quality services with nationwide coverage. Because we have access to many bandwidth technologies, we can craft a solution that leverages the right mix of access technologies to help you meet your requirements for speed, cost, and availability while simplifying your network management.

Managed network continuity

Enabled by SD-WAN, 2-circuits, 3-circuits, 4G LTE

Mix and match any type of access — whether it's provided by TPx or your local Internet or wireless provider — to securely and seamlessly fail over your Internet connection. If your primary circuit goes down, our intelligent SD-WAN network will automatically route traffic to a secondary (or even a third) circuit. And it's cost-effective: all circuits can be active, so you don't have to pay for a standby circuit you are not using.

Technology relationships

TPx has developed strong relationships with leaders in hardware and software to ensure you have the best technology. We utilize VeloCloud, Silver Peak, Cisco, Broadsoft, Fortinet, Poly, Arbor Networks, Datto and others. This gives us unmatched product expertise and access that keeps us connected to the latest developments. And true to a best-in-breed strategy, we provide you with components and solutions that seamlessly integrate with one another.



Our people make IT work

TPx is the managed services provider that understands the importance of delivering solutions that go beyond technical brilliance (which we certainly have). Relationships also matter. Customer support has been hard-wired into our DNA since day one. With our highly experienced support teams, we offer one-stop-shopping that takes care of the planning, implementation, management, updating, and ongoing support of all the mission-critical services your business depends on.



Solutions Architects

We believe it's critical that you have the upfront resources to define the right services in the right quantities to meet your unique business needs. Our Solutions Architects are responsible for working with you to create a unique mix of products and services that works best for your business.

Project Managers

We know that upgrading a system or implementing a new service is a complex undertaking that you don't do very often. That's why we'll assign a dedicated Project Manager for the provisioning and installation of your services. Our Project Managers typically have more than 10 years of experience (many have more than 20!), and they'll use that experience to ensure your transition is smooth and uneventful.

Trainers

Advance your knowledge with all the information and training necessary to get the most value out of your new TPx services. Our training team hosts virtual and on-site classes customized to your unique requirements, including admin and end-user training.

Tech Support Specialists

When the unexpected happens, you need to reach out to someone you can trust. Our highly-skilled, 100% U.S.-based Technical Support Specialists are available 24x7x365 to provide you with timely and accurate solutions to your technical problems. You only have one number to call for all your technical support needs, including voice, data, networking, Office 365, security, colocation, and server backup.

Account Manager

After your installation is complete, your dedicated Account Manager will continue to stay in touch with you on a regular basis to ensure you remain completely satisfied with your service. This will enable us to work together to review your ongoing needs and plan for any changes as your business grows. Our commitment to collaborating with our customers is the philosophy that forms the basis for everything we do.

Expert and Certified Engineers

We have in-house expertise that provides world-class technology development, support, and industry-specific knowledge gained over the past 20 years nationwide. Over 15% of our workforce are highly-skilled, certified specialists in on-boarding and post-installation support. Our Security Operations Centers are led by defense, cybersecurity, and ex-military specialists with an average of over 10 years experience.



Company background

TPx is the premier national managed services provider, serving nearly 30,000 customers across the country. We deliver simple, elegant and powerful IT and communications solutions to more than 50,000 business locations, in every industry, every day.

Founded in 1998, TPx (formerly TelePacific) is headquartered in Los Angeles and has regional offices across the country. In February of 2020, it was acquired by affiliates of Siris Capital Group, LLC, a leading private equity firm focused on investing and driving value creation in technology and telecommunications companies.

Key facts

- 1,250 employees
- 50+ regional offices

Network infrastructure

- Nationwide SD-WAN and MPLS networks
- Seven SSAE 18 datacenters nationwide
- Two state-of-the-art Security Operations Centers
- 50+ regional and national points of presence (POPs)
- 100% SLAs and guaranteed uptime

Customer satisfaction

- Net Promoter Score of 68 (50+ is rated excellent)
- 95% of calls into customer care are answered within 30 seconds
- 90% of call-in issues are resolved on the first call
- 70% of new business comes from referrals

