

# WE ARE TSP

AWARD-WINNING • CUSTOMER-ENDORSED • MINORITY-OWNED



## HOW A SMALL DALLAS STARTUP BEGAN SERVING FORTUNE 500 COMPANIES THREE MONTHS AFTER OPENING

When the department they built from the ground up was eliminated, two friends gave up corporate comforts to engineer their own business.

Rick Skaggs and Frank Gonzalez were longtime Honeywell employees, and they were happy working there. The two worked together for years to build a solid computer support branch, handpicking a team of service engineers and nourishing relationships with big-name customers including Texas Instruments and Raytheon. But in 2002, Honeywell decided to shut down the department. Skaggs and Gonzalez were left to terminate the brilliant engineers and hard-won service contracts they had worked so hard to put together, and they found themselves at a major crossroads.

For years, the friends had played with the idea of starting a company of their own, but the timing never felt right. Their jobs at Honeywell were secure, but Skaggs and Gonzalez chose to put it all on the line and start a venture of their own that would get those engineers their jobs back. TSP was created, and it's been one of the technology service industry's preeminent figures ever since.

TSP won a major contract three months in when the company wowed Texas Instruments with a stellar Request for Proposal that beat out competition from established mammoths including Sun Microsystems and Siemens. Because Skaggs and Gonzalez had already been working directly with Texas Instruments for years and knew precisely what was required to do the job right, their bid came in at two thirds of competitions' price. Every other proposal also called for 12-15 engineers, but TSP knew they needed just five.

TSP has operated with the same level of integrity from day one. TSP puts customers first and hires the best people to make sure things get done right. Its positive company culture is strong enough to empower every employee to not only deliver great service, but also become part of every customer's company culture.



CUSTOM • FLEXIBLE • FLAWLESSLY EXECUTED

## COMPANY DNA

We believe in the power of relationships and bringing heart to the IT industry. Customers trust us, because our people consistently deliver the highest level of service with the utmost integrity. While most service companies have a narrow scope of service that won't apply to every customer, we go above and beyond to ensure customers never forget why they chose us in the first place.

### Our Mission

We empower our employees so that our customers can focus on what they do best. Our employees are trusted to innovate, integrate, and creatively solve technology problems. TSP's personalized approach will not be found in any other partner.

### Our Vision

To be a company that retains and nurtures its strong beliefs and culture as it grows by:

- Serving our customers with integrity
- Honoring our employees
- Investing time and money into the communities where we live, work, and play

### Our Core Values

- Integrity First
- Empowered Difference Makers Thrive Here
- Real Conversations are Welcomed
- Employee Safety, Health, and Happiness

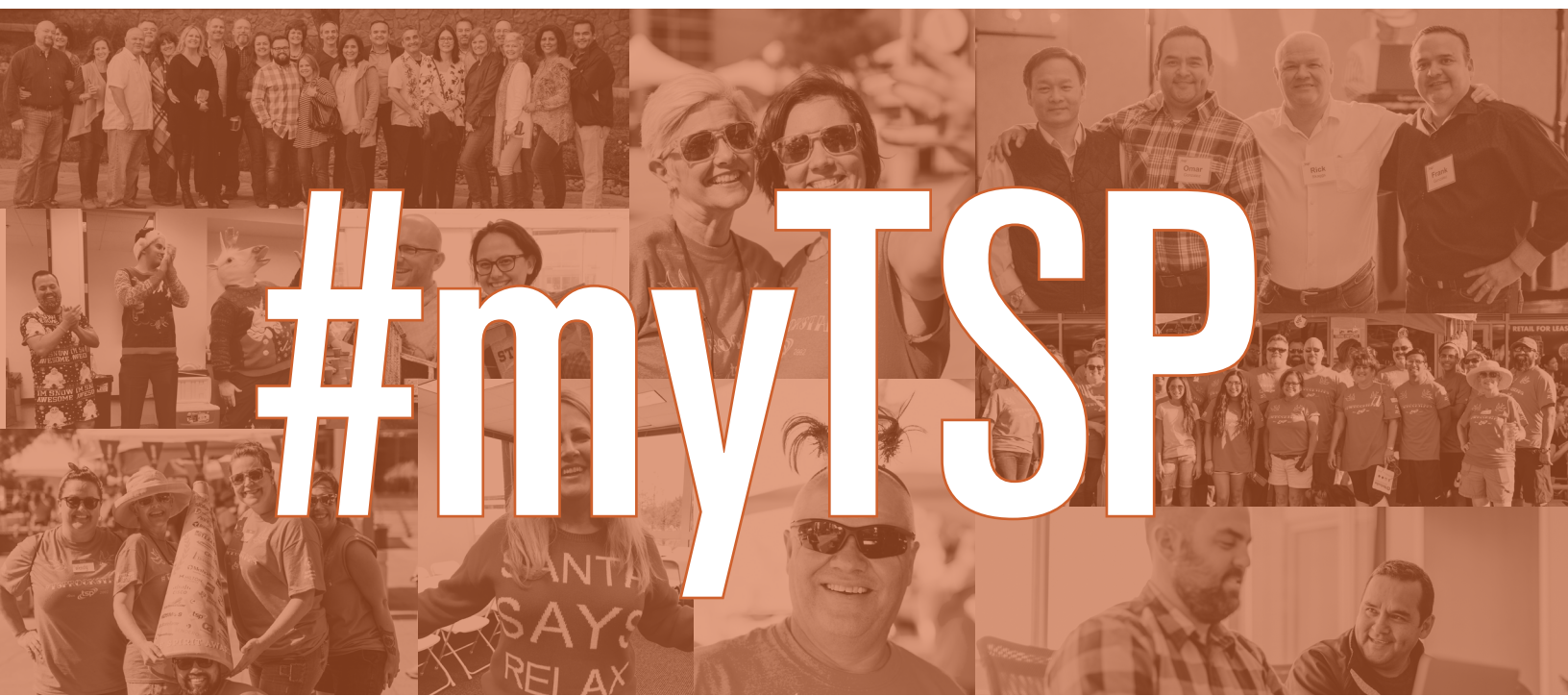
### Portfolio of Customers and Partners



## COMPANY CULTURE

### When people are your product, you take good care of them.

In a tech sector where job-hopping is the norm, TSP's employee retention rate is through the roof. The company offers competitive salaries, amazing benefits packages, career advancement opportunities, and the chance to genuinely contribute to a dynamic work environment that serves some of the most prestigious companies in the U.S. and Canada.



### In an industry where soft skills are often overlooked, TSP prioritizes personality.

Technology is an industry where soft skills are undervalued, yet the ability to stay calm under pressure and maintain relationships is as important to an IT department running smoothly as servers staying cool. Think about the last time your computer or phone crashed and you enlisted the help of an IT person: did the person help save the day, or have an attitude that managed to make it worse?

TSP values top technical expertise and only hires the best and brightest. Because TSP's people are their product, the company's culture is structured around going above and beyond to emphasize customer service in addition to total technical know-how. TSP engineers are vetted professionals with talent, insight, and innovation skills in their specific fields, but every TSP employee also knows how to communicate, solve problems, and form great relationships with every customer.

### Where tech meets service: how TSP's Boot Camp turns potential into prowess.

Many of TSP's new employees go through TSP Boot Camp. The week-long workshops teach theory and technology, but also focus on core soft skills that make TSP's culture and service particularly unique in the technology services industry. After an initial week of Boot Camp, new hires shadow a senior engineer and mentor, then return to headquarters for another week of customer satisfaction and soft skills training.

TSP Boot Camp allows us to home-grow our resources, and ensure a solid skillset to enable total success. It helps engineers deliver a consistent, superior customer service experience that wows every customer on every level. TSP engineers stay calm when working through any tech crash or crisis, ask for help when they need it, and keep the customer in the loop with information on how TSP is solving problems.

Most customers have never encountered anything close to the experiences they have with TSP, and many have called and written to executive leadership to say it was the most amazing customer service experience they ever had. Many of TSP's partners have even asked to send their engineers to TSP's Boot Camp.



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## TSP CONTRIBUTES TO THE COMMUNITY

Whether through time, financial impact, or otherwise, giving back is a massive part of what makes TSP tick — it's actually written into our company vision. Not only do we support local charities in the Dallas-Fort Worth community, but with employees all over the country, we encourage employees to bring forward those opportunities to give back wherever they might live, work and play.



### TSP is a proud sponsor of Leighton's Gift.

Leighton's Gift was founded in 2013 by NICU parents, Chris & Amy Skaggs. The nonprofit's mission is to turn a tragedy into something positive. After the premature birth and NICU admission of their twins, Jaxon and Leighton, they were inspired to give back. Jaxon came home from the NICU after 74 long days; however, Leighton earned her angel wings three short weeks after birth due to a late-onset group B strep infection. During their experience, Chris and Amy saw first hand the need for a better connection for parents and babies in the NICU. It was this need and the couple's desire to create a lasting legacy for Leighton that was the main driving force behind the creation of the nonprofit.

### TSP proudly sponsors Readers 2 Leaders.

Readers 2 Leaders is a literacy program that serves West Dallas kindergarten and elementary students. Readers 2 Leaders recognizes that students who don't read on grade level by third grade are four times less likely to graduate high school, and they work to help all of their students beat the odds. Readers 2 Leaders operates Booktown, home of our After-School Program, their lending library, special events, and parent education programs. Readers 2 Leaders also provides reading tutoring in two DISD schools and a second After-School Program at a West Dallas charter school.

### TSP is frequently involved in various local fundraising events.

Every year, TSP employees participate in Texas Instruments' United Way golf tournament. TSP employees committed to walking in the Dallas March for Babies event supporting March of Dimes. TSP is always looking for new ways to support the Dallas-Fort Worth community, and has fundraised for various baseball teams and cheerleading squads in recent years. TSP even sponsored an FFA goat as part of the Texas State Fair!



# (NO LONGER) THE BEST-KEPT SECRET IN TECH SERVICES

Awards and recognition aren't our main driving factor, but they're certainly nice to win. These accolades are a testament to our people who consistently deliver the highest level of service with the utmost integrity. Our product is our people — dedicated and talented individuals located throughout the United States and Canada focused on your long-term success above our short-term gain



Dallas Business Journal  
Middle Market 50 Award  
2016, 2017

D CEO Outstanding  
Latino Business  
2018

Employer Support  
Freedom Award  
2014

Entrepreneur 360  
Ranked Best Company  
2016, 2017

EY Entrepreneur of the Year  
Finalist  
2016, 2017

INC. 5000 America's Fastest  
Growing Private Companies  
2016, 2017

Lockheed Martin Aeronautics  
100% On Time Delivery and  
Zero Quality Defects Award  
2012, 2013, 2014

Minority Business Enterprise  
Supplier of the Year Nominee  
2007, 2009, 2010, 2013

NetApp CSP  
Supplier Award  
2005

NetApp Partner  
Excellence Award  
2008

NetApp America's  
TPM Partner of the Year  
2018

Pure Storage  
Service Provider of the Year  
2018

SMU Cox School of Business  
Dallas 100  
2015, 2016, 2017

Tech Titans  
Fast Tech Award  
2017

Texas Instruments  
Blue Chip Award  
2005, 2006, 2009, 2013

Texas Instruments  
Regional Supplier Award  
2016, 2019

Texas Instruments  
Supplier Excellence Award  
2005, 2006, 2009, 2013

Top Choice  
Top IT Service Provider  
2018, 2019, 2021, 2022, 2023, 2024

OUR PRODUCT IS OUR PEOPLE



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## FOUNDERS

TSP began with nothing more than \$500 worth of supplies, two employees, and one room. The business strategy: to build on their combined years of industry experience, add human touch to the business, and innovate through people development and culture. Their investment in attracting and retaining the highest caliber employees provided the greatest possible service to their customers. Today, TSP supports the technology environments of some of the industry's largest and most well-known brands.



A handwritten signature in black ink that reads "Frank Gonzalez".

**FRANK GONZALEZ**  
Founder & CEO

As founder and CEO, Frank Gonzalez, is responsible for the company's business and operational strategy, ensuring that TSP has the right organizational structure, processes and tools to execute the company's goals. Frank does this while continuing to nurture a culture that is unlike any other in the information technology community. Frank considers himself a unifier and has a knack for being able to listen to customers and employees and create alignment within TSP's respective teams. He also takes pride in making sure individuals clearly understand their roles and how they work together to meet a common cause. He has more than 30 years of business experience in the IT services industry.

Prior to 2002, Gonzalez held various technical and leadership positions at Honeywell International, including Field Service Manager and National Field Service Leader. In these roles, Gonzalez earned respect for his focus, supervision, coordination, and overall management for the Infrastructure Design and Support Organization.

Gonzalez holds a Bachelor of Science degree in Electronics Engineering Technology from DeVry University.



A handwritten signature in black ink that reads "Rick Skaggs".

**RICK SKAGGS**  
Founder

During his decades-long tenure with TSP, Rick Skaggs has been responsible for the entire growth strategy of the company including strategic partnerships, mergers, and acquisitions. Rick has always thrived on connecting with people and forming partnerships which suited him well as the chief evangelist of TSP in his constant pursuit for new and strategic avenues of growth for the company. Rick served as TSP's CEO for the first 13 years of the company since its inception. In January of 2016, he moved into an interim role where he focused and led a sales organization specifically focused on new and emerging business opportunities. Today, Rick provides direction and oversight for the entire sales team and has over 35 years of sales and IT experience.

Prior to launching TSP, Skaggs held various technical and senior management positions during his 25-year tenure at Honeywell International, including Senior Tech Rep, Sales Manager, Business Manager, and Regional Director. Skaggs served in the U.S. Army and received numerous Military awards as well as a Certification for Advanced Electronics.



## SERVICES AND SOLUTIONS

TSP is award-winning, customer-endorsed, and minority-owned. We provide custom, flexible, and flawlessly executed IT services and talent solutions throughout the United States and Canada. We create great customer experiences by saving you time and money. We're driven by integrity — we do what we say we will do — exceeding expectations. Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.



### MAINTENANCE SERVICES

Simplify your service and reduce cost and downtime to your network, server, and storage infrastructure



### WORKFORCE SOLUTIONS

Amplify your team and minimize the complications of managing people, processes, and technology in-house



### PROFESSIONAL SERVICES

Grow faster using our geographic reach and expertly trained resources to achieve best-in-class support



### RECRUITING SOLUTIONS

Scale your workforce up and down quickly and easily by hiring faster, cutting costs, and minimizing turnover

## How did TSP grow from a small computer support business to an award-winning and customer-endorsed technology company?

It's simple: TSP listens to customers. Though the business started as a computer support company, TSP engineers and leaders kept getting the same feedback from customers who shared frustrations and challenges. Instead of going to customers with a rigid agenda and set service package, TSP handcrafted solutions to fix those problems.

TSP is still agile enough to respond to needs quickly and create specific solutions for specific issues. Engineering customized packages for individual customers has earned TSP a noteworthy portfolio and folders packed with glowing letters and emails praising its service. The company's culture of innovation attracts the best talent in the industry, and the business trusts and empowers employees to be innovators who solve problems quickly and correctly, all while building positive relationships.



## CONTACT INFORMATION

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