

Solutions & Success

The Inside Story



TLC Tech Helps Borges Architectural Group Operate Their Architecture Firm Remotely

Borges Architectural Group is a small to medium-sized architecture firm. With a staff of 17, they handle a range of architectural projects in commercial and private sector settings.

As an active firm, relying on resource-intensive software, Borges Architectural Group requires a robust and reliable IT environment. That's why they work with TLC Tech.

Borges Architectural Group Was Looking For A Professional And Reliable IT Support Partner

Prior to working with TLC Tech, Borges Architectural Group had relied on a small internal IT staff. While this approach to support did offer flexibility that suited Borges Architectural Group as their firm changed over time, eventually, it became clear that they would need something more consistent and reliable.

“We realized we should have somebody that we can rely on, who does this for a living and can advise us,” says Richard Sambucetti, Vice President, Borges Architectural Group. “That’s when we brought TLC Tech in.”

In looking for a professional outsourced IT company to partner with, Borges Architectural Group interviewed a number of local options. TLC Tech made a great impression on them, which is why they chose to partner with them.

“We interviewed them along with a number of other firms, “ says Richard. “We selected TLC, and we’ve been happy with them.”

The Borges Architectural Group team immediately saw the difference that an expert and reliable IT partner could make. TLC Tech seamlessly managed their entire IT environment, quickly responded to support requests, and offered expert guidance.

“In terms of managing all our software, and advising us on hardware purchases, and helping us deal with ever-changing technology, it’s exactly what we need,” says Richard. “They’ve always been responsive to our needs.”

TLC Tech Helped Borges Architectural Group Optimize Remote Work During The COVID-19 Pandemic

“When we had to go remote, it scared us,” says Richard. “At that time, TLC Tech was really good about helping us. They made the transition easy.”

As an architectural firm, Borges Architectural Group had never seriously considered remote work prior to the pandemic. Architects traditionally prefer to work in person, collaborating directly on projects. Furthermore, the resource-intensive design and modeling solutions they rely on can be difficult to optimize in a remote setting.

“We hadn’t been a proponent of remote work, because architecture and design is so collaborative,” says Richard. “We always made the assumption that everybody is going to be in the office.”



Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies. Fortunately for Borges Architectural Group, they can rely on TLC Tech for expert assistance.

The TLC Tech team made sure that everyone working remotely for Borges Architectural Group had what they needed to do so productively and securely. TLC Tech showed Borges Architectural Group how to harness the capabilities of Microsoft Teams, ensuring their team could collaborate and communicate easily.

“Now, Teams is something that we use all the time,” says Richard. “Being able to do a meeting online is really useful.”

TLC Tech Is Borges Architectural Group’s Reliable Partner In IT Support

“As technology has changed, TLC Tech’s ability to help us get used to and adapt to change has been very useful,” says Richard.

Since partnering with TLC Tech, Borges Architectural Group has enjoyed seamless and effective support for their entire organization. Any time they have a problem, they know they can rely on TLC Tech to help them out.

That's what Richard and the Borges Architectural Group team want from their IT. They want to be confident it will work as expected, day in and day out. It needs to be responsive and secure — and with TLC Tech's help, that's what they get.



I feel strongly that the service we've gotten from TLC Tech has been good. When we've had issues, it was really nice to be able to get a hold of somebody at TLC Tech and talk about it."

- Richard Sambucetti
Vice President, Borges Architectural Group



(916) 441-3838 | www.tlctech.com | info@tlctech.com

