DISCOVER
TRULY PROACTIVE
IT MANAGEMENT

PEI's GOLD PLAN
MANAGED SERVICES

One step up from our Silver Plan, our Gold Plan provides proactive management and support for your IT environment. We continuously monitor systems to detect warning signs and fix problems early—reducing the risk of downtime. Plus, we'll configure your security foundation to help protect your business from malicious threats or breaches.

STRATEGIC PLANNING & vCIO
sessions, in-depth reports, and security assessments align technology initiatives with your business goals.

24/7 MONITORING & ALERTING
on workstations, servers, and network equipment to detect warning signs early and prevent downtime.

ADVANCED NETWORK MONITORING
and alerting gives you maximum visibility into and control over your network with custom polling and alerting, configuration backups, reports, and more.

AUTOMATED INCIDENT RESOLUTION
brings devices back online quickly without waiting for human intervention.

SECURITY ESSENTIALS
configuration for email and internet filtering, and antivirus/malware protection keep your business protected from threats.

BACKUP & RESTORE MONITORING
for servers, networks, and workstations with consistent backup testing to ensure you're never down without a viable backup.

PROACTIVE ADMINISTRATION
tasks performed regularly keep your systems optimized for maximum ROI and a reduced risk of downtime. Includes these and more:

- System and Device Patching
- Firewall and Security Logs Reviews
- Active Directory Audits

ACCOUNT MANAGEMENT
helps you take advantage of Office 365 and Google Workspace with user additions and removals, file backups, email management and policy configuration, and more.

END-USER HELPDESK SUPPORT
keeps users on track and productive with engineers available for queries on Windows/Mac OS, Office 365, Google Workspace, workstations, and more.

END-USER TRAINING FOR OFFICE 365
and Google Workspace on the world's most popular online training platform increases your ROI by helping team members use their tools more effectively.