



SUPPORT YOUR USERS

and simplify technology management with help from PEI

SILVER PLAN MANAGED SERVICES

WHY MANAGED SERVICES?

Take the stress off your IT team without leaving your users to fend for themselves. Let PEI juggle constant end-user questions and manage never-ending patch schedules so your team can focus on moving your business ahead.



WHY THE SILVER PLAN?

Our Silver Plan is designed to address three common areas where your technology strategy can easily become misaligned with your business goals and hold you back.

SUPPORT END USERS

HELPDESK SUPPORT

keeps users on track and productive:

- ✓ Windows and Mac OS
- ✓ VPN Access
- ✓ Microsoft Office Applications
- ✓ Google Workspace Applications
- ✓ Email Accounts and Mailboxes
- ✓ Major browsers
- ✓ Workstations and peripherals

ACCOUNT & DEVICE MANAGEMENT

prevents problems that can keep users offline or unable to access resources:

- ✓ Microsoft/Google account management
- ✓ Antivirus/malware management
- ✓ Regular workstation patching
- ✓ Workstation storage monitoring
- ✓ Hard drive disk cleaning

REDUCE ADMINISTRATION

DAY-TO-DAY ADMINISTRATION

tasks performed regularly reduce the time your team needs to spend on daily upkeep:

- ✓ Regular patch application on servers
- ✓ Active Directory audits and user and group policy management
- ✓ Contract expiration tracking

ESSENTIAL SYSTEMS SUPPORT

provides rapid response and recovery times if your systems go offline with service interruption analysis and resolution for

- ✓ Infrastructure devices
- ✓ Network equipment
- ✓ Office 365 services
- ✓ VMs and virtualization hosts
- ✓ Domain controllers

AUTOMATED INCIDENT RESOLUTION

brings your devices back online quickly without the need to wait for human intervention.

24/7 MONITORING & ALERTING

on workstations, servers, and network equipment to detect warning signs early:

- ✓ Performance and error monitoring
- ✓ Network service monitoring
- ✓ Edge device monitoring
- ✓ Up/down monitoring for devices

STAY INFORMED

QUARTERLY BUSINESS REVIEWS

give you a snapshot of your environment, so you can track your results, key health and audit items, and user satisfaction.