



# 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.