

OPTIMIZE

Proactive Technical
Solutions To Move
Your Business Forward



Thank you for selecting Pearl Technology
to manage your Information Technology (IT)
infrastructure.

We are honored to have the opportunity to work with you. Not only do we offer the highest level of service at a price you can afford, but throughout our relationship we will strive towards one goal—your business success.

In doing business with Pearl Technology, you are obtaining IT solutions, outstanding customer service, and state-of-the-art monitoring tools for your company's network. Our engineers are friendly, knowledgeable, and professional, and they continuously stay up-to-date on education and training to help ensure your needs are being met, now and in the future.

As we move forward in our business relationship, it is our intention to earn your trust and help your business grow and succeed.

If our products or services ever fail to meet your expectations, please call me directly so we can make whatever adjustments are necessary.

Thank you, again, for choosing Pearl Technology.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dave Johnson', with a long horizontal line extending to the right.

Dave Johnson, President

309.679.0281

dave.johnson@pearltechnology.com

PROACTIVE TECHNICAL SOLUTIONS



ONBOARDING PROCESS & TIMELINE

Days 1–5

- Engineer will perform a Network Assessment

Days 6–7

- Customer advocate will be assigned to your account

Days 8–10

- New site will be created in our system

Days 11–13

- New agents will be deployed to your systems
- Support becomes available

Days 14–30

- Onsite kick-off meeting will be scheduled
- Business questions will be reviewed
- Schedule 90-day evaluation follow-up
- Schedule monthly visits



SERVICE LEVELS

Server And Network Care

FEATURES	BASIC	SILVER	GOLD
24/7 – 365 DAY UNLIMITED REMOTE PROBLEM RESOLUTION SUPPORT	X	X	X
UNLIMITED EMERGENCY ONSITE VISITS 24/7 365 DAYS A YEAR			X
UNLIMITED ONSITE RESPONSE BETWEEN 8 AND 5PM		X	X
BI-ANNUAL INFORMATION TECHNOLOGY STRATEGIC BUSINESS REVIEWS		X	X
CLIENT RISK SUMMARY REPORT		X	X
FULL NETWORK ASSESSMENT REPORT		X	X
DETAILED CHANGE REPORT		X	X
CUSTOMIZED IT STRATEGIC ROADMAP		X	X
VENDOR MANAGEMENT		X	X
SERVICE PROVIDERS (INTERNET, PRIVATE WAN CIRCUITS)		X	X
VENDOR/MANUFACTURER OF SUPPORTED HARDWARE AND SOFTWARE		X	X
ONLINE CLIENT ACCESS PORTAL	X	X	X
LINE OF BUSINESS APPLICATION TROUBLESHOOTING	X	X	X
ASSET AND INVENTORY REPORT		X	X
LOGMEIN PRO UNLIMITED REMOTE ACCESS	X	X	X
UNLIMITED PATCH MANAGEMENT	X	X	X
DISCOUNTED PROJECT SERVICES	X	X	X
PROACTIVE HEALTH CHECKS	X	X	X
PROACTIVE OR ON-DEMAND SERVER RESTART	X	X	X
GLOBAL POLICY TROUBLESHOOTING	X	X	X
SYSTEM PERFORMANCE ANALYSIS & TROUBLESHOOTING	X	X	X
MS EXCHANGE HEALTH CHECK & DEFRAGMENTATION	X	X	X
MS SERVICE PACK INSTALLATION	X	X	X
NETWORK AVAILABILITY MONITORING AND ALERTING		X	X
NETWORK BASELINE AND TRENDING REPORT			X
IT STRATEGIC BUSINESS REVIEWS		X	X

Desktop Care

FEATURES	BASIC	SILVER	GOLD
UNLIMITED HELPDESK 24/7 365 DAYS A YEAR			X
UNLIMITED HELPDESK 8-6PM 365 DAYS A YEAR	X	X	X
UNLIMITED EMERGENCY ONSITE VISITS 24/7 365 DAYS A YEAR			X
UNLIMITED EMERGENCY ONSITE VISITS 8AM-6PM MONDAY - FRIDAY		X	X
HARDWARE & SOFTWARE AUDITS		X	X
PERFORMANCE & PREVENTIVE MAINTENANCE REPORTS		X	X
LOGMEIN PRO REMOTE CONTROL	X	X	X
UNLIMITED REMOTE PATCH WHITELISTING SERVICE	X	X	X
UNLIMITED REMOTE ANTIVIRUS MANAGEMENT	X	X	X
WEB-BASED MANAGEMENT PORTAL	X	X	X
DESKTOP PERFORMANCE MONITORING	X	X	X
UNLIMITED REMOTE ADMINISTRATIVE SCRIPTING	X	X	X
UNLIMITED REMOTE POLICY MANAGEMENT	X	X	X
PERSONALIZED CLIENT COMMUNICATOR WITH SELF-HELP CENTER		X	X
VIPRE ANTIVIRUS SOFTWARE	X	X	X
MALWAREBYTES ANTI-MALWARE PRO SOFTWARE	X	X	X
WINDOWS, MAC, & MOBILE SUPPORT	X	X	X
UNLIMITED REMOTE ADMINISTRATIVE TASKS	X	X	X
UNLIMITED REMOTE VIRUS & MALWARE REMOVAL	X	X	X
UNLIMITED REMOTE SOFTWARE INSTALLATIONS	X	X	X
UNLIMITED PC INSTALLS IF THEY BUY THE PC FROM US		X	X
3 YEAR DESKTOP REFRESH ROADMAP		X	X

Security Care

FEATURES	BASIC	SILVER	GOLD
ANNUAL TRAINING AND AWARENESS		X	X
BI-ANNUAL EXTERNAL VULNERABILITY SCANS	X	X	X
ONLINE FOOTPRINT REPORT	X	X	X
ANNUAL PHISHING EXAM		X	X
PENETRATION TESTING			X
SECURITY BREACH RESPONSE, POLICY AND PROCEDURE			X
ANNUAL SECURITY POSTURE REPORT			X
ASSET CLASSIFICATION POLICY AND REPORT			X



SUPPORT SERVICES

Hardware Supported

- Desktops
- Laptops
- Thin Clients
- Printers
- Tablets
- Smart Phones
- Local Networks

Office Suites

- MS Office 2003*
- MS Office 2007*
- MS Office 2010*
- MS Office 2013*

* Includes Word, Excel, Powerpoint, Access

Browsers

- Internet Explorer 7 and above
- Mozilla Firefox
- Google Chrome
- Safari

Software Supported

Desktop Operating Systems

- Windows XP
- Windows Vista
- Windows 7
- Windows 8
- Apple OS X 10.6 Snow Leopard
- Apple OS X 10.7 Lion
- Apple OS X 10.8 Mountain Lion
- Apple OS X 10.9 Mavericks

Email Clients

- MS Outlook
XP/2003/2007/2010/2013
- MS Windows Mail App
- Microsoft Office 365
- Google Apps

Thin Client and Virtual Desktop Interface (VDI) Support

- Citrix
- Microsoft Terminal Server
- VMWARE



REAL IZE

See what we can
do for your business.

Pearl Technology

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PEARL**TECHNOLOGY**.COM/OPTIMIZE

TECHNOLOGY**SIMPLIFIED**



PEARL TECHNOLOGY