



PCS Managed IT Services

Managed IT Services Done Right

The PCS Managed IT Services Plan offers proactive IT management with a predictable budget. Enjoy unlimited service at a fixed monthly cost, plus the flexibility of a month-to-month plan without annual contracts!

PCS Managed IT Service plans allow you to focus on your business as we provide your company with the following services:

Virtual CIO:

- Access to seasoned IT experts.
- Strategic planning to match your budget.
- Proven multi-platform solutions.
- Ongoing technology opportunity discussions.

24/7/365 Helpdesk Support:

- Immediate IT assistance; 30-second response time with PCS LiveLine.
- 24/7/365 remote IT support.
- Single monthly service bill.

24/7/365 Server Monitoring & Alerting:

- Comprehensive resource and performance checks.
- File restoration testing to ensure quality of backups
- Quick response via pre-installed remote tools.

Network Management:

- Ultimate break/fix support.
- Key network infrastructure components:
 - Firewalls
 - Switches
 - Wireless access points
 - Internet service providers

Backup Monitoring & Remediation:

- Continuous backup success checks.
- Prompt correction of backup failures.
- File restoration testing to ensure quality of backups

Hardware & Software Management:

- Automatic device scanning and inventory.
- On-demand inventory reports.
- Hardware Obsolescence & Inventory Report: Provides a comprehensive overview of aging and current hardware assets, tracking technology lifecycle, condition, and usage to ensure timely upgrades, reduce security risks, and optimize resource management.

Unlimited Break/Fix Support:

- All-inclusive device support.
- Available 24/7/365. We're always on and always connected.

Patch Management:

- Weekly Microsoft OS updates for all devices with an agent.
- Updates deployed after hours.
- Critical systems get scheduled patch deployments.



Highlighted Services

- Managed IT Services
- 24/7/365 Monitoring
- Helpdesk Support
- Cybersecurity & Layered Security
- Network Management
- Hardware/Software Asset Management
- Mobile Device Management
- Patch Management
- Server Virtualization
- Cloud Services
- Data Protection & Protection
- Server Management
- Infrastructure Management
- Virtual Desktop Infrastructure
- Virtual CIO
- Preventative Maintenance
- DELMIAWorks Application Support

Who We Are:

Professional Managed Services at a fraction of the cost of having a full time IT staff. Experienced, fast support, reliable response, and helpful IT experts