



Summary

In business for over 36 years, Pavelcomm is a women-owned, family-operated, IT support company based in Portland, Oregon. We bring quality customer experiences to businesses and non-profits in the Pacific Northwest through live-answer helpdesk services and a dedicated team of experts who can tackle the toughest IT projects. In a world of ever-changing technology, our expertise helps our clients make informed decisions about their voice, network, and data solutions to protect company assets and build a strategy for success.

Goals

Acting as your IT team (or an extension of your existing IT staff), we help streamline operations, increase productivity, and protect company data and assets from cyberattacks.

Skills

- Partnership, Strategy, and Guidance
- Project Management
- Live Answer Support
- Risk Assessment and Remediation
- Disaster Recovery Strategy
- HIPAA Compliance and Auditing
- Database Management
- Technology Budgeting Expertise
- Inventory Management
- 24/7 Security and Network Monitoring
- Win/Mac Support
- Fast, Friendly Customer Service

Experience

Pavelcomm | Portland, OR | **Managed IT Support Services**
11/1985 - Current

- **Stability and longevity** – Currently supporting over 150 organizations and 4000+ users in manufacturing, healthcare, retail, financial, education, creative, government and nonprofit organizations.
- **Live Answer Technical Support** – With a team of 26+ technicians on hand, your staff are only three seconds away from technical support when they call in. Our technicians answer the phone, ready to assist with any IT challenge.
- **Account Management** – Our dedicated account managers work as facilitators, not sales associates. They are here to understand your business objectives and help facilitate solutions that remove technical barriers along the way.
- **Project Management** - Pavelcomm has full-time project managers on staff, along with senior engineers who work primarily on client projects. These positions allow projects to be rolled out with minimal impact to your staff, eliminating the need for you to hire an internal project manager. We handle dozens of projects each year, with the experience to tackle your toughest challenges with efficiency.
- **CIO** – Our CIO services offer high-level strategy and planning as it relates to your technology roadmap. We assist with budgeting, planning, vetting of solutions (and vendors), and much more. As a result, you'll get the help you need to make informed decisions for your technology plan and spend.

Experience (continued)

Pavelcomm | Portland, OR | **Voice & Low Voltage Cabling**
11/1985 - Current

- **Consulting/Experience** – Don't feel pressured by the many options for voice solutions that exist today. We have nearly four decades of experience with voice solutions and vendors; we manage that process for you so you can avoid the sales pressure. We will vet vendors and solutions and help you find the right ones that match your business goals and objectives.

Certifications

- Multiple AAS's in Cyber Security & Network Administration, CCNA, PMP, A+, Net+, Security+, CSSA, MCSE, MCSA, SonicWall CSSA, SNSA, Adtran ATSA, MTA's in Windows Desktop OS, Windows Server OS, Networking, and Security (to name just a few).
- Our technicians and engineers offer a combined experience pool of over 150 years in IT support; bringing you a wealth of knowledge and experience.

Community Involvement

- **Non-Profit Partnerships** – Pavelcomm is actively engaged in the community and always looking for ways to partner with non-profits. We support multiple non-profits in the PNW today, including (but not limited to) Self Enhancement Incorporated, Boys and Girls Club, Habitat for Humanity, Education NW, and more!

Pavelcomm vs. Hiring Internal IT

Current IT demand has demonstrated the need for 2 IT resources for every 100 employees. To manage an organization of 100-150 users, your internal IT support staff may consist of the following:

IT Manager: \$100k-\$120k, plus benefits

Tier 1 Helpdesk Support: \$40k-50k, plus benefits

System Administrator (projects, migrations, network management): \$60-\$80k, plus benefits

This is an example of resources needed at a minimum, and your staff would be limited to the availability and experience of each individual. With support provided by an experienced team such as Pavelcomm, you could be saving as much as \$100,000 per year; without the overhead.

References

One of the key performance indicators of our account management team is to ensure that all managed clients are referenceable. As a result, all our fully managed clients agreed to share their stories with you and are available for introductions upon request. You can also view customer success stories on our website.