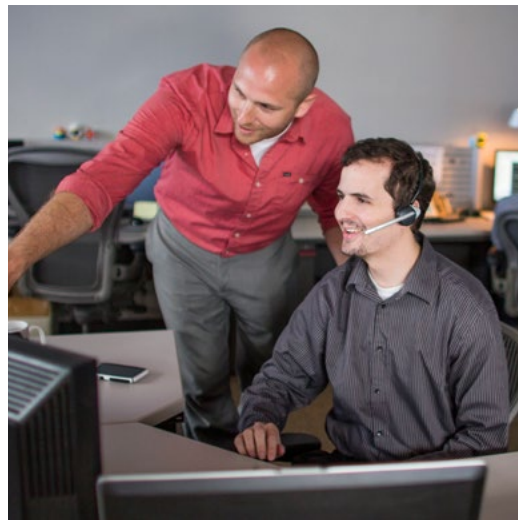


# PavelComm's Pro-Tech Lite Fact Sheet



**PAVEL**COMM

# PavelComm's Pro-Tech Lite Fact Sheet

## **Pro-Tech Lite - IT for Small Companies with Big Business Needs**

Owners, Executives and Managers should be investing in and integrating technology to increase the productivity and profitability of their business and staff.

Pavelcomm supports businesses in a number of ways including assisting you're in house IT staff on projects, virtual CIO and technology strategy, to managing and maintaining all of your technology needs. Whether you have an IT

department that is responsible for your IT needs or are looking for a managed service provider, Pavelcomm will come along side you to meet your specific needs.

Need help after hours? Our staff is on call; whether a click of a mouse or a phone call away, one of our engineers is available to support you 24/7 and 365 days a year.

## **Pro-Tech Lite - \$1,999**

- Managed Service and Support
- Outsourced CIO and strategy

- Proactive monitoring
- Network management
- 24/7 Emergency Support
- Backups and Business Continuity
- Planning and executing the relocation of technology
- Unlimited support for up to 15 users including all of their devices connected to the corporate network.
- Unlimited support for up to 2 servers
- Unlimited support for basic networking devices: Firewall, switches, wireless access points and other misc devices.

## About Unlimited Remote Support for Servers and Network Devices

Pavelcomm's Remote Management software keeps track of process activity, hardware changes, software changes, and other key system health indicators. A variety of reports can be provided to the

client upon request. Clients may also have access to the Remote Management console so they can see and/or manage their systems.

### **Servers – Maintenance and Monitoring includes the following:**

#### *Monitoring and Alerting*

- Critical services (DHCP, DNS, Exchange, MS SQL, Print Spooler, etc.)
- System performance - CPU, Memory and Disk Utilization
- Errors in Windows event logs
- Antivirus status
- Windows updates
- Mac/Apple Updates
- Backup jobs
- External Internet port of public facing applications (SMTP, FTP, HTTP, etc.)

*Updates applied on a regular basis, or as needed, which are managed by PavelComm:*

- Windows Operating System
- Microsoft Exchange
- Microsoft SQL Server
- Windows Software Update Service
- Mac Operating Systems (OSX, OSI)
- AntiVirus/AntiSpam Management Systems (Symantec, McAfee, AVG, ESET, etc.)
- VMware ESXi, XenServer and Hyper-V Hypervisors

- Errors in Windows event logs
- Antivirus status
- Windows updates
- Mac Updates

### *Updates applied on a regular basis or as needed*

- All Critical and Important Microsoft updates
- Windows Operating System
- Microsoft Office
- Internet Explorer
- Microsoft Essentials
- Windows Defender
- Mac Updates including Mac Mail, calendar, etc.
- And other updates supplied by Microsoft's Windows update services.

Note: Updates to third party applications and systems (i.e. EMR systems) will be coordinated with the supporting vendor so as not to accidentally affect service levels or functionality.

## **Workstations – Maintenance and Monitoring**

### *Monitoring and Alerting*

- Critical services (RPC, Print Spooler, etc.)
- System performance – CPU, Memory and Disk Utilization

## **Managed Network Devices**

The following devices can be monitored, maintained and modified as deemed appropriate by Pavelcomm or as stated in the

agreement. Programming and troubleshooting is separate.

- Wireless Access Points (WAP's)
- Network Switches
- Firewalls and Routers
- VPN Appliances
- Storage Area Networks (SAN) and Network Attached Storage (NAS)

## **Unlimited Remote HelpDesk and Support Include the Following:**

### *Office Suites*

- Microsoft Office Suites (Both PC's & Mac) \*Includes Word, Excel, PowerPoint, Access and Publisher\*

### *Email Customers*

- Microsoft Outlook
- Microsoft Outlook Express
- Microsoft Mail
- Mac Mail
- Web Mail (i.e. Gmail, Yahoo, MSN, etc)

### *Web Browsers*

- Internet Explorer
- Mozilla Firefox
- Chrome
- Safari

### *Customer PC and Network Troubleshooting*

- In Office Network connectivity
- Remote VPN Access
- General PC and Mac hardware diagnosis
- Printers, drivers, and queues
- Adding desktop printers (excludes device installation)
- Database connectivity
- ODBC connections
- Terminal and Remote Desktop Service access.

### *Handheld Devices*

- Including, but not limited to: Windows Mobile, Android, iPad, AppleTV, iPhone and Blackberry
- Configure device for synchronization services

provided by company systems.

- Synchronization troubleshooting
- Administrative Tasks
- Create user accounts and groups
- Reset passwords and Unlock user accounts
- Add/remove computer on the domain (excludes device setup or installation)
- Create mailboxes, email addresses and distribution lists
- Microsoft Outlook profile setup
- Backup job creation, remediation and testing

### *Common Applications*

*including, but not limited to:*

- Adobe Acrobat
- Adobe Reader
- Microsoft Visio
- Adobe Creative Suite

### *Handheld Devices*

- Including, but not limited to:  
Windows Mobile, Android,  
iPhone and Blackberry

- Configure device for synchronization services provided by company systems.
- Synchronization troubleshooting

### *Administrative Tasks*

- Create user accounts and groups
- Reset passwords and Unlock user accounts
- Add/remove computer on the domain
- Create mailboxes, email addresses and distribution lists
- Microsoft Outlook profile setup
- Backup job creation, remediation and testing

### *Common Applications*

*including, but not limited to:*

- Adobe Acrobat
- Adobe Reader
- Microsoft Visio



**PAVEL**COMM

---

## **Get In Touch**

info@pavelcomm.com  
(503) 223 5008

1640 NW 14th Ave  
Portland, Oregon 97209