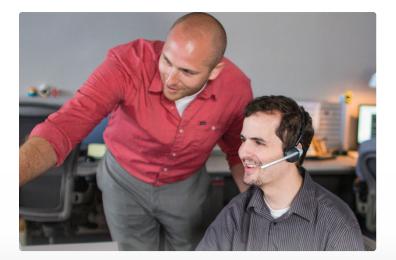## IT Experts.

We invest in the IT expertise, so you don't have to. Whether assisting your in-house IT staff with projects, integrations, and strategies, or taking advantage of our local, live-answer helpdesk services with over 26 technicians, Pavelcomm works with you to maximize your uptime so your staff can focus on your core business.

No Sub-Contracting.

At Pavelcomm, our team manages everything in-house with no subcontractors; we are your one stop for all things IT support. Every technician, engineer, project manager, and account manager you interact with is a fully staffed Pavelcomm employee.

Say Goodbye to Downtime.

The threats to your business data are never-ending, and ever-growing. According to PwC, more than 70% of SMBs who experience a major data loss go out of business within one year. We provide tools that monitor 24/7, keeping your systems safe with ransomware protection and a proactive technology control and response plan.

We also help you create a Business Continuity and Disaster Recovery Plan to ensure your business continues operating in the face of a data loss disaster. Our customized plans are a proactive solution that shields your business from the devastating effects of a technology failure or security breach. Data loss means downtime, and downtime impacts your bottom line. A partnership with Pavelcomm helps ensure you are protected.

Build Greater Customer Loyalty.

Effective communication allows your team to be more productive, responsive, and drive greater customer engagement. The inability to communicate effectively can slow down tasks and prevent you from achieving long-term goals. We offer a vast range of communication and collaboration tools —from on-premises and cloud-based phone systems and video conferencing to desktop sharing and instant messaging — enabling your team to work together as an integral force.

Support Services You Can Count On. And On, And On.

You and your staff have access to 24x7 support, 365 days a year so your business doesn't miss a beat. Keep users up and running with fast response times and follow up support. Our services include:

- Live-Answer Helpdesk
- Microsoft Office 365 Management
- Network Device Management (Firewalls, Switches & Wireless)
- Network Device & Internet Monitoring
- Centralized Antivirus
- Ransomware Protection
- Antispam Protection
- Disaster Recovery Support
- Security Risk Assessments & Reporting
- Security Awareness Training

A Technology Roadmap Leading to Success.

Pavelcomm assists with budgeting and planning, along with vetting solutions and vendors, to help you make informed decisions involving your technology. There is no "one size fits all" in business. We take the time to understand your goals and objectives to create a long-term technology roadmap. Your roadmap, in turn, allows you to remove barriers in your operations in an effective and budgeted way.

We are Pavelcomm.

In business for over 36 years in the PNW and fully managing over 4,000 users across multiple industries means we bring you best-practices and strategies that encourage business growth. Our wide range of experience helps boost your ROI and lower your costs. **Contact us today to get started.**

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