

PCS Desktop Support



Full Support. Worry-Free. That's PCS

Your IT hardware is one of your biggest business investments, so it makes sense to ensure your technology is maintained and managed to the highest standards. Take advantage of our Desktop Support offering within PCS Critical Care and leave your worries behind.

Desktop Support—Level 1

- ◆ **Remote Tech Support**
8x5 remote support to resolve problems working with the end user by providing step by step instructions or remote control of the computer to remedy the problem. Modify configurations, utilities, software default settings, etc. for the local workstation. Troubleshoot configurations on workstations including internet connectivity and email support on desktops.
- ◆ **Remote Device Monitoring**
Monitor laptops and desktop computers and report on performance and potential problems such as low memory or high CPU utilization.
- ◆ **Microsoft OS Patching**
Application patch deployment to production computers for current Microsoft Operating Systems.
- ◆ **Antivirus Protection**
Protection against viruses, worms and Trojans, spyware, adware, hidden threats and malicious websites and Firewall protection.

Desktop Support—Level 2

Includes all components of Level 1 support PLUS...

- ◆ **RecoverCloud desktop data backup ***
Our all-in-one backup solution requires that no third-party software. RecoverCloud has a cloud-based central management system and has an intuitive and simple web interface.

** Cloud backup of user data with flexible scheduling and retention policy. Windows and Apple devices only with a 500G limit per site.*

Hardware coverage is based on manufacturer's warranty.

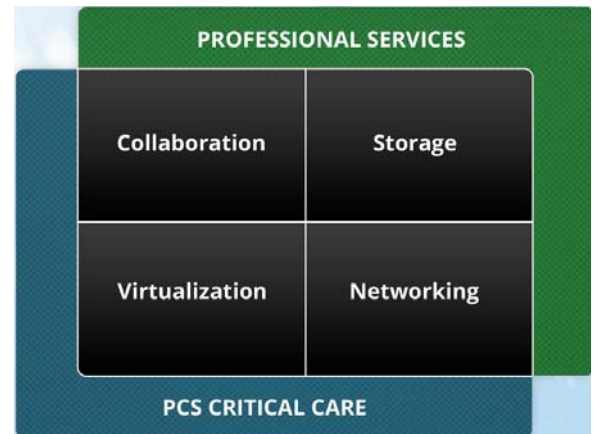


WHAT MAKES PCS DIFFERENT?

- ◆ Providing successful technology solutions and support for **25 years**.
- ◆ We do whatever it takes to provide our customers with the best solution possible, and they've thanked us with a **95% customer retention rate**.
- ◆ Based in Shelton, we are **Connecticut local, Connecticut loyal**. We're just down the road so an engineer can be on site right away, minimizing downtime and protecting your bottom line.
- ◆ With **PCS Critical Care** we offer proactive, customized, end-to-end support, with a single point of contact so you can focus on your business.
- ◆ We partner with only the **top manufacturers** to deliver the best the industry has to offer.

PCS...Unmatched Qualifications

- *Responsive, Flexible, Reliable*
- *Proven Solutions*
- *Expert Engineering & Delivery*
- *Comprehensive Services*
- *Critical Care - 24x7x365*
- *Regionally Based & Focused*
- *CRN Tech 250 Elite*
- *Only VMware Premier Partner in CT*
- *6th largest VCE Vblock Partner in the nation, largest Northeast*
- *Cisco Customer Satisfaction Excellence Award*



OUR STRATEGIC PARTNERS INCLUDE:



WHY PCS

PCS is the ideal choice for Connecticut businesses.

World class financial firms, leading healthcare providers, utility companies, government agencies and small businesses all turn to PCS for expert technical solutions that address their unique challenges, optimize IT performance, and deliver measurable economic value.

Contact PCS today to learn more.

175 Constitution Boulevard South, Shelton, CT 06484
P: 203-929-0000 | F: 203-929-8800 | marketing@precisiongroup.com

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www.precisiongroup.com