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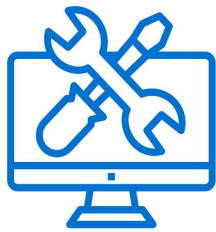
MANAGED SERVICES COMPARISON 2022

as of January 2022

Pearl Solutions Group offers managed services packages to meet organizational needs of all sizes. All of our packages come with industry-exceeding standards. From there, you select the upgrades that best meet your needs.

Strategic & efficient IT plus happier, more productive teams

Pearl Solutions Group serves small to midsize businesses with 30-300 technology workers throughout the Midwest. We are approachable and persistent in solving IT problems, whether that is taking care of day-to-day issues or in achieving long-term goals.



BASIC

This level provides basic IT support and a professional resource your users can call for assistance. We will monitor your computers, servers and firewalls for any issues, ensure Windows and 3rd party patches are being applied successfully, and provide basic anti-virus and anti-malware protection for your users.



ESSENTIAL

At this level, we begin proactively supporting you as an organization, including unlimited remote assistance to your users and live 24/7 support if needed. We actively monitor and fix problems with all of your IT systems and include reports so you have visibility into how you are being supported. Essential items like 1 TB of data backup, critical security tools and resources, and design and administration of Microsoft applications are included. Our essential clients receive Cysurance 360Protect to cover costs from a ransomware attack and access to additional services we do not offer to our Basic package customers.



COMPLETE

A robust partnership of both Managed Service and Managed Security Service solutions, the complete package includes everything in the basic and essential packages, added cybersecurity, and a strategic approach to IT. You will have a dedicated client success manager to serve as an internal advocate and ensure we are providing the value you deserve. We will help you and your teams learn how to use applications like SharePoint and Teams to their fullest to increase collaboration and productivity. You can count on the latest cyber tools installed to protect your business from evolving threats.

	BASIC	ESSENTIAL	COMPLETE
SERVICE COMMITMENT			
100% Satisfaction Guarantee			
Complete Information Privacy			
Make Things Right if We Fall Short			
Excellence in Service Experience			
Payment & Invoice Portal			
Phone Calls Always Answered by a Person			
Technology Business Reviews			
Service Level Agreement			
Client Portal			
Service Calls Always Answered by a Tech			
Onsite On-time Guarantee			
Dedicated Client Success Manager			
Monthly Quality Assurance Calls			
SUPPORT			
Unlimited Remote Support			
Unlimited Onsite Support			
vCIO			
Small Projects*			
Dedicated Onsite Resource			
REPORTING			
Weekly Backup Report			
Weekly Open Ticket Report			
Monthly Health Check			
Security Level Agreement Report			

	BASIC	ESSENTIAL	COMPLETE
REPORTING (CONT.)			
Security Awareness			
Quarterly Security Assessment			
BACKUP			
Monthly Backup Restore Test			
Daily Bare Metal & Applications for Servers			
Daily Bare Metal & Applications for Computers			
Daily Microsoft 365 Suite Backup			
Disaster Recovery Plan			
Annual Disaster Recovery Test			
BDR Backup			
Mobile Device Backup			
Additional Retention & Storage			
MONITORING			
24/7/365 Monitoring			
Service Auto-Healing			
Monitoring Agents (RMM)			
Scheduled Preventative Maintenance			
Ticketing Dashboard			
Custom Alerts			
Secure Remote Access			
Automated Software Deployment			
SECURITY			
Anti-Virus Protection			
Anti-Malware Protection			

	BASIC	ESSENTIAL	COMPLETE
SECURITY (CONT.)			
Microsoft Patch Management			
Third Party Product Updates			
User Training & Test Phishing			
Anti Ransomware Protection			
Security Assessment			
Microsoft 365 Defense*			
MDR/SOC - Incident Response			
Two Factor Authentication			
Password Management			
Computer Encryption			
Mobile Device Management			
Application Control/Ring-Fencing			
Email Archiving			
IDSshield			
HOSTING			
Email In/Out Spam Filtering			
Email Encryption			
Microsoft 365 Business <small>(Outlook, Word, Excel, OneDrive, Teams, SharePoint, Azure, ActiveDirectory, InTune)</small>			
Virtual Server Hosting			
Phone Hosting			
Co-Location			
Data Warehouse Hosting			
Microsoft SQL Server Hosting			

	BASIC	ESSENTIAL	COMPLETE
MICROSOFT APPLICATION MANAGEMENT			
Teams			
Sharepoint			
InTune			
Power BI			
Microsoft SQL Server			
SITE			
360Protect			
Firewall & Content Filtering, IPS & IDS			
Network Monitoring & Alerting <small>for all network devices and peripherals</small>			
Dark Web Monitoring			
Wattbox for Power Management			
Wattbox for Power Management & UPS			

OUR CORE VALUES

Integrity

Integrity is the foundation of all relationships and is not something you can make people feel you have. We promise to work with integrity with our clients, our partners and anyone that we do business with. If we do something wrong, we will do whatever it takes to make it right.

Customer Excellence

We are committed to our clients at every level. We talk about this in every meeting and at the proverbial water cooler so every person in our organization knows that the customer is the most important person and we must strive to be proactive in our effort to exceed expectations.

Continual Learning

We are passionate about technology and how it can help solve business problems and save every business money if used correctly. That's why we are always researching our market to see how we can help our clients leverage new technologies in new and amazing ways to help their business.

Employee Empowerment

The team at PSG knows they are the heart of our organization and that their success is the company's success. We strive to give everyone the opportunity to further themselves and in turn providing more value to our clients over time.

Servant Leadership

Every business deserves a leadership team that understands that real leadership is not given but earned. We work every day to earn the respect of our employees and clients by having humility and actively listening to the needs of those we are here to serve.