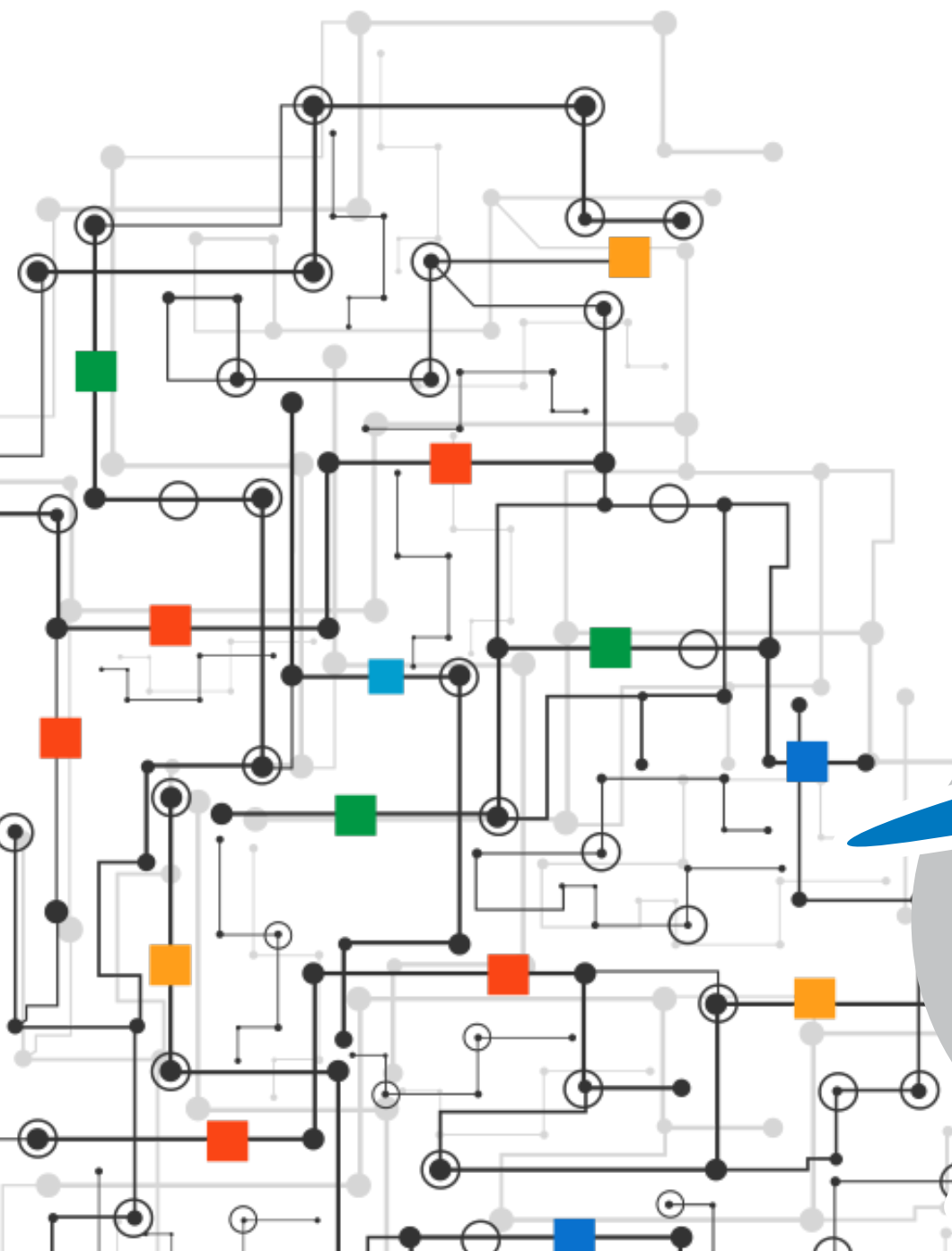
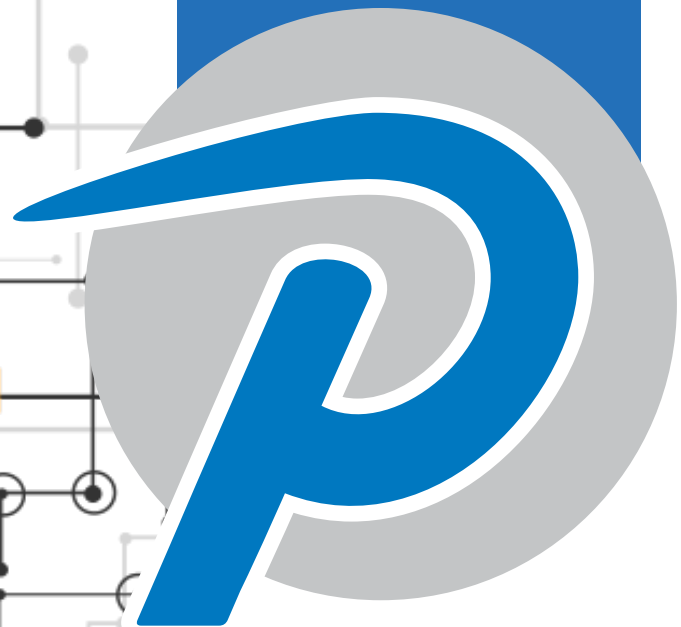
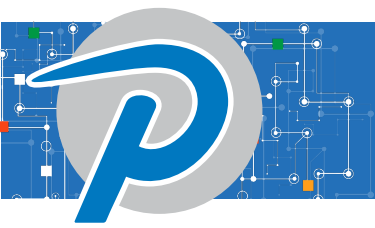


Hi there!



pearlsolves.com
636.949.8850





Get to know us



Gregg Smith
CEO



Floyd Bell
President & COO



Margaret Smith
Chairman

Our Vision

The vision of Pearl Solutions Group is to be the IT and mobile workforce solution provider of choice for companies in the Midwest by focusing on long-term customer relationships and always being proactive with our services and technical knowledge.

Our 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 provide 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.



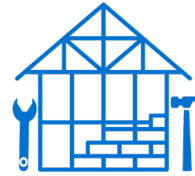
Who we help



Small to Mid-Sized
Businesses



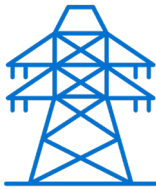
Municipalities



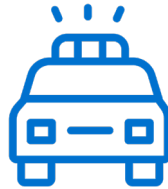
Construction



Manufacturing



Utilities



Police



EMS



How we help



MANAGED SERVICES

An ongoing partnership that includes help desk support and other routine work to maintain your security, your backups, and your environment. From basic to co-managed, we offer four levels of services to help you affordably right-size our partnership. You'll be under the constant care of our team of expert IT resources.



CYBERSECURITY

A proactive and vigilant approach to cybersecurity that aligns your corporate objectives with compliance, industry, and federal standards. We provide you with enterprise-level, industry-leading security including dark web monitoring, password management, and other advanced security tools.



PROFESSIONAL SERVICES

Providing strategic planning and implementation to help you best leverage technology for profitability and efficiency. From SQL Administration, cloud migration, network upgrades, and Microsoft implementation, our project work is adaptable, customizable, thorough, and strategic.



MOBILE WORKFORCE

Making technology work in your vehicles including equipping and supporting IT infrastructure for fleet, field, and public safety workforces. Our solutions include design and integration, device and mounting, installation or kitting, and continued help desk and support of industry leading mobile workforce technology.



Our engagement process

DISCOVERY

We start with a discovery meeting to learn about your concerns and business goals and discuss how our IT services and support may align. The next step is a thorough review of the current state of your IT systems. The assessment can be conducted 100% remotely with or without your current IT company or department knowing.

We will meet again to present you with our assessment findings and a proposal for how we can provide solutions for any revealed vulnerabilities or opportunities. We will discuss the levels of support available and recommend a partnership that will meet your users and business with the right solutions for now and how you can scale as you grow.

FINDINGS & PROPOSAL

PARTNER & ONBOARD

Once you've signed up, we will deploy our services. We will gather and document all information for your devices, accounts, servers, cloud services, applications, and internet providers. From end-users to key stakeholders, we'll make sure everyone knows how to get in touch with us as soon as they need support.

At this point we are, or are an extension of, your IT department. You will have access to our helpdesk, security, monitoring, and maintenance support according to your level of service. We will help you navigate through day-to-day issues and tasks and are available to help you plan and implement projects for optimization and growth.

ONGOING SUPPORT

QUARTERLY TECH REVIEW

Some of our larger clients benefit from routine reviewal and strategic conversations. Each quarter, we'll meet with key stakeholders to review the state of your IT systems, our support responses, equipment life-cycle management, warranty coverage/renewal, and emerging technology opportunities.



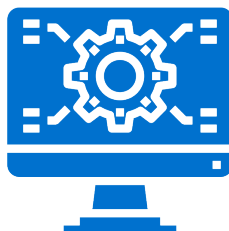


Expert Teams Ready to Help



END-USER SUPPORT TEAM

Our service desk experts provide support for workstation issues for your IT users. Your calls are answered live during normal business hours and 24/7 with a call service that alerts our on-call team for emergencies. Incoming tickets are reviewed & assigned in less than 10 minutes and one of our technicians is working to resolve within the hour.



NETWORK OPERATIONS TEAM

Your network is under the constant care of this team of experts who perform audits, implementation, maintenance, backup, and monitoring. From workstation builds to product rollouts to alert response, the NOC team works project by project to optimize and secure your systems.



CLIENT SUCCESS TEAM

Our client success team supports our larger, growing clients with project management, cybersecurity, and strategic consultation. They may hold Quarterly Business Reviews to discuss the state of your IT systems, our support responses, equipment life-cycle management, warranty coverage/renewal, security assessment, and emerging technology opportunities.



CO-MANAGED TEAM

Our team works alongside yours to provide customized, ongoing services and expert-level support to fill in IT resource or talent gaps. We take on what you cannot or do not want to manage to help you save money, give you more efficient IT support, and fill in during turnover, leaves, or knowledge gaps.



CYBERSECURITY TEAM

We work with our clients to educate, implement, and support a strong security posture. In addition to traditional measures like routine updates, tested backups, firewalls, and anti-virus, we provide the latest proactive solutions like dark web monitoring, advanced detection and response, and zero trust, all following NIST standards and keeping you compliant.



MOBILE WORKFORCE SOLUTIONS & SUPPORT TEAM

Designing mobile technology solutions with expertise in the reliability and accessibility needed from an IT network and the capabilities of your vehicle power systems and mounting requirements. This team of experts provides an end-to-end solution using industry leading equipment for your vehicles and providing expert maintenance support and service to resolve any issues.





What our customers have to say

"We recently switched to Pearl and are very happy with their service. The switch began with their very thorough review of our current IT systems and setup. The transition was efficient and painless for us. An added value of the transition was getting our systems (including server room and peripheral wiring) organized and set up properly. Their help desk support has been great, quickly solving our problems. We have had multiple high-level meetings to discuss the current state and future strategy planning. I would recommend the Pearl team to anyone looking for great and efficient IT Support."

- *Tim O., Controller, Sunset Country Club*



"A vendor we relied on for our primary client service system became a ransomware victim, disabling access to the solution and crippling our ability to provide promised and contracted services to our clients. The reality of the pass-through effects of the attack through us to our customers made it clear that we needed to prioritize a cybersecurity strategy. We worked with Pearl Solutions Group to identify gaps within our internal structure, invested in cybersecurity solutions to improve our posture, and learned how to hold our vendors accountable for cybersecurity as well."

- *Jay K., CEO*



"Our customers ask that our trucks get concrete to the job on time every time. That requires our plant locations to be connected to our network at all times. Pearl helped us insure that our Internet was set up and working properly in all locations and Pearl continues to actively monitor and manage all of our networking equipment. They also helped us set up a disaster recovery site and ensure fail overs were working successfully. Pearl is a trusted partner and we highly recommend working with them."

- *Pat W., EVP, Kienstra*



Over all great service from calling in to get help from a friendly voice and coming out to our business, a great customer experience!

- *Chastity H.*

I really enjoy working with Pearl! They are professional and patient with me and my computer. I really like the fact that they respond to my calls very quickly and I never wait long for resolution.

Great service!

- *Pam H.*





7 Reasons You Will Want to Work with **Pearl Solutions Group** Over Any Other IT Firm in the Midwest

1. **We are easy to work with.** You will like working with our team. Our leadership team and technical staff love what we do and it shows in how we work with our clients every day. Our services are flexible, scalable, and customizable based on what is right for your individual business.
2. We know your office, remote, and worksite staff need reliable and secure access to documents, business applications, and other software tools. **Our team has extensive experience making systems run at high speeds to ensure no slowness issues or errors when working with large files or accessing software from your network.**
3. Pearl has been in business for over 25 years and has a technical team of highly skilled professionals, **so we are not learning on your dime.** We actively pursue and train our team on new technologies that will improve the operations of our clients.
4. We answer the phones **live during normal business hours** and 24 x 7 with a call service that alerts our on-call team for emergencies. We will make sure you can reach someone when you need help.
5. Pearl believes security is a critical foundation **which means giving business owners peace of mind.** Our leadership and technical teams are constantly learning new cybersecurity technologies and strategies so we can better protect our clients.
6. We live, work, and play in our key cities so **our team is never far from your office.** Most of the time we can assist clients remotely, but we know the value of being able to go onsite to work with users and systems. We make sure our team can get to your office without having to get on a plane.
7. We stand behind our service with a **100% money-back guarantee.** We are confident in our team and the processes we have created. If you are not happy with our service any given month, and we are not able to address the issue to your satisfaction, we will give you a full credit for your monthly fee.



Pearl
SOLUTIONS GROUP

pearlsolves.com
636.949.8850

