Pinnacle Computer Services
SOLUTIONS FOR BUSINESS

CO-MANAGED IT · FOR ORGANIZATIONS WITH IN-HOUSE IT

Keep your IT person. Give them a bench.

One or two people can't be the help desk, the security team, the server engineer and the project manager. Pinnacle works alongside your IT staff, takes what they hand off and covers when they are out.

What we can take on

Help desk overflow
Tickets your team routes to us

Security
24x7 SOC, scanning and patching

Projects
Servers, storage, migrations and firewalls

Coverage
Vacations, sick days and after hours

What your team gets

- **Our tools:** monitoring, patching and documentation they can use too.
- **Dell Gold Partner** pricing and deployment experience.
- **Clear lines:** who owns what, agreed in writing.
- **Senior engineers** to call when a problem is over their head.
- **A second set of eyes** on backups, security and licensing.
- **A team that knows your network,** not a new voice every call.

How it starts

1 Meet
Your IT lead tells us where they need help.

2 Divide
We put who does what in writing.

3 Onboard
Our tools deployed and your systems documented.

4 Work together
Shared tickets, regular check-ins, one escalation path.

Your IT staff stays in charge.
Co-managed is not a takeover. Your people keep the relationships and the decisions; we add the depth behind them.

TALK TO US ABOUT CO-MANAGED IT

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