Pinnacle Computer Services
SOLUTIONS FOR BUSINESS

DELL Technologies
GOLD PARTNER

MANAGED IT SUPPORT: THE COVERAGE CHECK

Are you overpaying for IT support?

Check what your current IT provider actually covers. Everything in the Pinnacle column comes in one managed IT agreement.

What a managed IT agreement should cover	Pinnacle	Your provider
A local help desk. Our Evansville team, never an outsourced queue.	✓	☐
24/7 monitoring of every server and workstation.	✓	☐
Managed patching: Windows plus Dell firmware and drivers.	✓	☐
A 24x7 security operations center (SOC) watching endpoints and identities.	✓	☐
Vulnerability scanning on a regular schedule, findings reported.	✓	☐
Multifactor authentication and staff phishing training.	✓	☐
Microsoft 365 administered, secured and backed up.	✓	☐
Server backup with restores verified, not assumed.	✓	☐
Written response targets: server down, 1-hour guarantee, 15-minute target.	✓	☐
Documentation kept current, with regular budget planning.	✓	☐
Dell hardware sourced, deployed and supported by the same team.	✓	☐
One predictable monthly cost, no per-call meter.	✓	☐

Every empty box is a gap you are paying to keep.

Or an extra charge that shows up later. Look for hourly billing on top of the monthly fee, security sold as an add-on, and backups nobody has ever restored.

CALL FOR A FREE IT EVALUATION

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