



SIM2K[®] Pinnacle

Comprehensive IT Support Subscription Service

SIM2K[®] Pinnacle is a combination of technologies packaged to meet the needs of businesses that do not have, or do not wish to have, an IT person on staff. What is revolutionary about the SIM2K Pinnacle service is that it moves traditional IT service away from hourly charges to a set monthly subscription fee. You get assistance maintaining your PCs, server, network and peripherals, and now the option for protection for hardware repair and maintenance.

Designed especially for organizations such as not-for-profits and small businesses where cost and its predictability is crucial to successful operation, SIM2K PINNACLE offers services oriented to the administration and management of computer networks, information technology and its application throughout the organization for a set monthly fee. This is done on an "outsource" basis so that there is no need to commit substantial internal resources to the information systems function. Your staff can concentrate on their regular program activities, not be pressed into service trying to figure out why the printer won't print.

How does it work?

SIM2K Pinnacle is a subscription service. Each organization determines what services make the most sense to it and enters into an annual service agreement at a specified rate per month. This agreement is reviewed annually by both parties.

What services are included in SIM2K Pinnacle?

Currently the following services are covered:

- Network and Desktop Administration and Support;
- 1st Level Disaster Recovery;
- Asset Management and Tracking;
- Application and Technology Support;
- Equipment Maintenance, Repair and Replacement Service Contracts.

Other services, such as a conversion from Windows Server 2008 to Windows Server 2012, web site development or the purchase and installation of new computers, vary significantly depending on the needs and preferences of each client. Because of that, it is not possible to offer blanket coverage of these items on a monthly charge basis. We do, however, provide each of these on a fixed price or time and materials basis.





SIM2K

Adapting Technology to Your Business Needs

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Here are typical services you can expect to receive under the SIM2K Pinnacle program:

Network and Desktop Administration and Support

- User setup and administration
- Application support and coordination
- Printer management and support
- Monitoring of critical network devices with monthly performance reports
- Troubleshooting
- Monthly *SIMformation* newsletter

1st Level Disaster Recovery

- Off-site backup storage
- Verification of backup media
- Restore/recovery procedures
- Training on recovery procedures

Asset Management and Tracking

- Inventory of desktop computers, server and other equipment (printers, external drives, etc.)
- Software license tracking and validation
- Anti-virus software, surge protection and other security functions as necessary.

Application and Technology Support

- Introductory device training PCs, printers, equipment
- Introduction to operating systems
- Introductory application training (open, print, save and close.)

Optional

Equipment Maintenance and Support

- Support for troubleshooting problems
- Loaner equipment
- Repairs to hardware
- Replacement of hardware

(Sorry, we cannot offer support of software unless it is a custom package SIM2K has developed.)