

UNBEATABLE IT SUPPORT AND CONSULTING

FOR NEW JERSEY AND PHILADELPHIA



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OUR COMPANY

 **pch technologies**
Performance Driven IT

 **pch**
technologies
Performance Driven IT

Suite 100

Mon - Fri 9am - 5pm

“PCH” is the shortened version of our original company name, “PC Helpers.” Since then, we have continually evolved and expanded – from our IT services, our personnel, and our capabilities as new technologies emerged. All to consistently meet the needs of our clients.

The thing that makes us different from other IT support options is simply this: we will make certain – once your network is up – it stays up. With the redundancies and offsite options available to us, our clients’ downtime has quickly become a thing of the past.

We pride ourselves on keeping your systems safe and secure, and demonstrating consistent professionalism by being always on time and on budget.

**THAT’S PCH
TECHNOLOGIES.**

OUR PHILOSOPHY

PCH operates off a simple philosophy: perform the services our clients pay us to perform, and perform them well. When you select PCH Technologies as your IT support provider, we not only put you up and keep you up – we also protect you with the strongest security measures available.

We aren't just offering a service – we offer a long-term strategic partnership with our clients. We want to become your CIO and your CTO combined. When you have a technical issue, question, or simply a curiosity, we're there to address it.

Keeping you up, keeping you involved, keeping you safe – that's the PCH Technologies way.

OUR CORE VALUES INCLUDE:

-  Performance Driven
-  Accountability
-  Trust
-  Professionalism
-  Security Focused
-  Excellence
-  Hard Working

OUR
VALUES INC



THE IDEAL CLIENT

 pch
technologies

Simply put, we're looking for great clients to work with who are tired of always worrying about their IT and just want their technology to work like they need it to. We want people who wish they could just pick up a phone or fill out a form to make changes, additions or removals from their services.

Our clients know their information is secure with PCH Technologies and appreciate the steps we take to ensure that safety. If you're looking for the same type of quality and level of care taken with your data, PCH Technologies may very well be the strategic partnership we're both looking for.

YOU'LL ENJOY WORKING WITH US IF:



You want reliable, secure IT support for your company and your data



You're looking for a long track record of high quality IT services for a strategic partnership



Your company relies heavily upon its technology and infrastructure being available at all times



You are in the financial, construction, transportation, non-profit, retail, hospitality, manufacturing, distribution, local government, professional services industry or something similar



Your company has 20 to 100+ technology users





SERVICES WE PROVIDE

Our services include:

In our years of experience in the IT industry, we have carefully created what we feel is the ideal formula for providing incredible IT support and services for business. The only way your company – or any company, for that matter – can grow and prosper is if it is able to do two things: focus on making the company better, and having the technological abilities to do so without fail.

These are the motivating factors which our Business Operations Center (BOC) strives to provide to our clients each and every day.

OUR SERVICES INCLUDE:



IT Managed Services



Cybersecurity Services



**IT Infrastructure and
Security Assessments**



24 x 7 IT Support Services



**Backup and
Disaster Recovery**



Business Continuity Services



IT Consulting



**Network Infrastructure
Design, Implementation
and Management**



**Wireless Network
Design, Implementation
and Management**



Public Cloud Services



Office 365 Services



**Private Data
Center Hosting**



Business Collaboration



Secure Remote Access



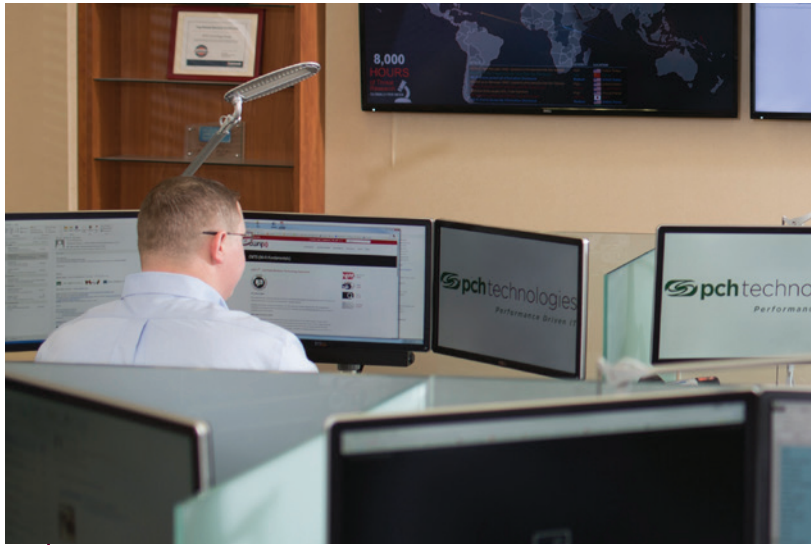
**Mobile Device
Management**



**Secure Password
Management**

CYBERSECURITY





“More than two-thirds of organizations consider security vulnerability testing to be a best practice.”

– Security Testing
Practices and Priorities: An
Osterman Research Survey Report

OUR TOP PRIORITY

We know how hard everyone in your company has worked just to get it to where it is today. A cyberattack taking it all away overnight is not an option. At PCH, we protect you with our antivirus and anti-intrusion protocols as if we were protecting ourselves.

FIND WEAK POINTS

Before we can begin to protect you, we first have to know how you're currently protected. We'll run a risk assessment to see what you have, what you need, and what we can do to keep you permanently safe.

A CONSTANT SENTRY

Cybercrime doesn't sleep, so neither can your defenses. Hackers take extraordinary steps to try to stay one step ahead of cyber security. We anticipate their tactics and ensure all backdoors and vulnerabilities are removed – keeping you, your team, your clients, and your data safe.

MANAGED IT SERVICES / BUSINESS OPERATIONS CENTER





“Global managed services spending is forecast to reach over \$193 billion by 2019.”

– MarketsAndMarkets

OUR BUSINESS OPERATIONS CENTER EXISTS TO SERVE YOU

Just because enterprises have more money to spend doesn't mean they are any more deserving of unparalleled IT support than SMBs. Our BOC exists solely to deliver the level of service you'd expect without charging you enterprise prices.

MORE PROACTIVE THAN “PROACTIVE IT”

Many IT support providers offer what they refer to as “proactive IT support,” meaning they can monitor and manage your system remotely. However, the act of detecting, analyzing, and addressing issues before they're allowed to become problems is what we consider “proactive.”

YOUR BUSINESS NEEDS YOU

How much more time could you and your team spend on improving your business if technology and IT issues were no longer a problem which had to be dealt with? PCH gives you efficiency, which in turn provides you with more of the most precious commodity – time.

BUSINESS CONTINUITY & DISASTER RECOVERY





“\$26.5 billion in revenue is lost each year from IT downtime, which translates to roughly \$150,000 lost annually for each business.”

– InformationWeek

GET IT BACK FAST

When you lose your business data – whether it be from a mechanical failure, natural disaster, or cyberattack – you probably don’t care why. You just want your data back. PCH can not only keep redundant copies of your data safe, we can get it back to you immediately.

HELPING YOU DEVELOP A CONTINUITY PLAN

Remember that natural disaster we just spoke of? Suppose it takes out your entire office? Sure, you can download a fresh copy of your data – but where? Our business continuity planning will give you an option for any contingency.

STAY AHEAD OF RANSOMWARE

Ransomware is when someone accesses and encrypts all your data, then tries to sell you the encryption key for a large fee. The best way to combat it is by educating staff on what to look out for, and by keeping a fresh copy of everything in backup. PCH will handle everything.

CLOUD SOLUTIONS AND OFFICE 365





“82 percent of enterprises have a hybrid cloud strategy, up from 74 percent in 2014.”

– Forbes

OPEN THE DOOR TO REMOTE WORKING

How much more could you and your team do if they were able to work anytime, anywhere, from any device? Let them be productive when they need to be, not only on-site and during office hours. The Cloud makes it all possible.

UPTIME OF 99.9% – GUARANTEED

Office 365 was designed with three major thoughts in mind – reliability, performance, and convenience. It's Microsoft Office in the cloud. Just imagine what you can do.

INCREASE SECURITY PROTOCOLS

Stolen laptop? Good luck to the thieves trying to access your data. Migration to the cloud equals all the added benefits of the cloud's increased security measures.

PRIVATE DATA CENTER





“IT infrastructure and operations expenses represent approximately 60 percent of total IT spending worldwide.”

– Gartner

NETRALITY DATA CENTERS

PCH Technologies is proud to be an official partner with Netrality data centers, offering a SAAE 16 Type-2 Certified secure facility with direct connection to with major internet and network providers with no cross-connect fees.

REDUNDANCIES, REDUNDANCIES, REDUNDANCIES

Our data center has failsafes galore – from fully redundant building power to redundant power provided at rack level to redundant internet carriers, even redundant cooling.

A WORLD OF OPTIONS

Our private data center is your oyster. We can provide the hardware and software to host your business applications with a private cloud, or you can provide the hardware and software, and we'll can host, monitor and manage and – if you wish – support it.

WIRELESS SERVICES





“Most businesses plan to increase Wi-Fi capacity by at least 20%.”

– Infonetics

DISCOVER WHAT YOU’VE BEEN MISSING

A thorough network assessment will allow us to examine not only how your current wireless setup is performing, it will also let us see how you use wireless, and what we can do to make it even better.

DO MORE – SO MUCH MORE

Our assessment will show us where we can we can boost your network coverage wirelessly with blazing access to any and all business applications. Fast speeds, enhanced security, and reliability like you’ve never dreamed.

MORE MONEY IN YOUR POCKET

Wireless technology is always changing – that generally means all new equipment every few years. With PCH, we can prepare you for the future with wireless equipment that upgrades quickly and cost-effectively.

BUSINESS COLLABORATION





“Productivity improves 20 to 25% in organizations with connected employees.”

– McKinsey Global Institute

LET YOUR TEAM TALK

It's a proven fact that businesses produce better end products when the development team is allowed to collaborate. PCH Workplace, Collaboration and File Sharing solutions make it simple for them to talk, share, and create.

COLLABORATE FROM ANYWHERE

Whether on vacation, home sick, or just working remotely, we can provide the means for you and your people to be able to communicate and collaborate no matter where they are or what they're doing.

USE ANY CONNECTED DEVICE

When we say you can work and communicate from anywhere, we really mean it. Even if you're across the world without a mobile device – if you can find a connected computer or mobile device, you can log in and perform many of the same functions you could if you were in your office.

IT CONSULTING





“Spending on business technology is expected to rise 6.7% to \$2.1 trillion by the end of 2017.”

– Fortune

CUSTOMIZE WORKFLOW

Are your processes as effective and efficient as they could be? PCH will evaluate your current workflow, then we'll custom design new processes to make things more fluid, convenient, and profitable.

FINDING YOU EVEN MORE MONEY

Doing things better is wonderful, but not if it hurts your bottom line. Our IT consultants are not only great at improving things for less, but also in finding other places where you may be overspending.

IMPROVE ACQUISITION PRICE

Selling the company may be the furthest thing from your mind right now – or it may be a lingering thought. Regardless, all business owners want their companies to be as valuable as possible when selling. We know how to make it shine.



SPECIAL PROJECTS

“33% of projects fail because of a lack of involvement from senior management.”

– McKinsey Global Institute

UPGRADE HERE, UPGRADE THERE

Just need a few things updated or worked on? Perhaps a one-time large overhaul? We love projects and will create a customized plan to deliver exactly what you need.

WE DO CUSTOM REBUILDS

If you're happy with everything just the way it is, save for one or two aspects of your business, we can bring everything in line. From network infrastructures to customized workflows, we're your IT project resource.

**SPECIAL
PROJECTS**









GIVING BACK

VALUES, GIVING BACK, & INTERESTS

At **PCH**, one of the greatest aspects of our work has been the ability to give back to our community and to worthy organizations.

We continue to enjoy both supporting and working with the following organizations, and hope you'll join us:

-  **Alex's Lemonade Stand Foundation for Childhood Cancer**
-  **Garden State Council Boy Scouts of America**
-  **Monroe Township Public Schools**
-  **Rotary International**
-  **St. Mary's School**
-  **Williamstown Sunrise Rotary Club**





OUR BUSINESS PROCESS

OPENING THE DIALOGUE

1

We know how hard everyone in your company has worked just to get it to where it is today. A cyberattack taking it all away overnight is not an option. At PCH, we protect you with our antivirus and anti-intrusion protocols as if we were protecting ourselves.

SHAKING YOUR HAND

Before we can begin to protect you, we first have to know how you're currently protected. We'll run a risk assessment to see what you have, what you need, and what we can do to keep you permanently safe.

2

REVIEWING YOUR NETWORK

3

Continuing forward after our meeting, our next step is to review your existing network and perform audits to determine what you have, and what is necessary to bring you to what you need.

GOING TO WORK

After we have the plan in place, we get to work on your infrastructure. We close any gaps and strengthen your processes until you're exactly where you need to be.

4

KEEPING YOU WORKING

5

It's not enough to build something for you and bid you farewell. No one will know the network we build for you like we do. From our Business Operations Center, we will carefully watch over your new infrastructure, proactively helping with issues, security, and data problems which might arise, keeping you up and running, no matter what.

CASE STUDY

P.J.W. RESTAURANT GROUP

CHALLENGES

P.J.W. Restaurant Group had a few challenges with Wi-Fi that the PCH team was asked to help address. P.J.W. offered Wi-Fi in each of their 19 locations but they had a limited ability to manage and troubleshoot their technology and Wi-Fi. With a poor user experience due to their aging equipment, spotty coverage and/or “data hogs”, P.J.W. was missing opportunities to satisfy basic customer connectivity needs or successfully deploy Wi-Fi-based technology like Pay At Table or iPad table management deployment.

SOLUTION

P.J.W. decided to move forward with a full-scale upgrade, trusting PCH to create and execute a detailed plan. After review of P.J.W. Restaurant Group’s needs, PCH recommended Cisco Meraki’s cloud based Wi-Fi system as the best solution. PCH created a clear and thoughtful plan of action that had contingencies built in as to not affect budget or interfere with current P.J.W. operations.





All 19 restaurants could then rely on a uniform Cisco Meraki Wi-Fi system that provided simplified deployment, high-density Wi-Fi user counts, remote management capability, and the potential for P.J.W. to leverage emerging technologies that enhance guest experience.

DEPLOYMENT

From start to finish, the deployment took just under 7 weeks to outfit the 19 restaurant locations throughout New Jersey and Pennsylvania. PCH worked closely with Jessica Breslow, the Director of IT and Marketing for P.J.W. Restaurant Group to plan and execute the project.

The installation and project was deployed flawlessly and included a clear blueprint for deployment in planned new restaurant openings. The Meraki CMX (Connected Mobile Experience) platform enables P.J.W. Group to capture guest information and Wi-Fi usage metrics. Post deployment, PCH is now able to monitor and manage P.J.W.'s wireless network remotely from their network operations center (NOC) in Sewell, NJ.

BENEFITS

-  Rock solid, best-in-class guest and staff Wi-Fi experience
-  Ability to gather insight to guest behaviors and create high-touch marketing opportunities
-  Cutting-edge, cloud-based Wi-Fi system enables ongoing innovation
-  Complete visibility into network with remote manageability with built-in security



CASE STUDY

TEAM BUILDERS PLUS / TAKE FLIGHT LEARNING

CHALLENGES

Team Builders Plus / Take Flight Learning had endured technology and support problems when PCH came into the picture. Besides receiving the Crypto Locker virus three times in 18 months, they had lost access to CRM and critical software. Not only did they lose employees but also potential clients due to lacking technology. Poor customer account visibility and status became critical after losing weeks of information and trying to resolve issues manually. The company could not justify wasting time and opportunities with insufficient IT attention and response. Unable to get accountability from their longtime IT provider, Team Builders Plus needed real change in their network.






SOLUTION

Team Builders Plus / Take Flight Learning decided to move forward with a new IT team and chose PCH Technologies after thoughtful consideration. PCH recommended deploying a multi-layer approach for security on every level with every workstation. In addition to completely restructuring the network setup, PCH Technologies developed and implemented an onsite and offsite Business Continuity Solution to prevent future costly interruptions of work for this busy workplace advisory firm.

DEPLOYMENT

After wrapping the initial mid-June meeting to discuss the pains and issues plaguing Team Builders Plus / Take Flight Learning, PCH Technologies was able to deploy PCH Security Plus the very next day. Urgent response continued with the Business Continuity Solution, Cisco Meraki hardware and recovery on current employees' computers to smoothly deliver critical recovery and protection for the entire network within 11 business days of meeting. Despite the nail-biting anxiety of fully trusting another IT company, they quickly knew it was the right decision.

BENEFITS

-  Continuity and communication until the issue is resolved
-  Responsive action for minimal turnaround
-  Common-sense backups and scheduling to maintain productivity
-  Extra protection from multi-layered approach
-  Efficient processes to save time



TESTIMONIALS

“They have come to us on a quarterly basis to do a business review, looking at what technology we had, what was coming out and what was going to position us for success....PCH Technologies is considered a full-fledged partner of my company – my business truthfully wouldn’t be as successful without having them in our unit. They have found solutions that have kept us ahead of the curve. I have solutions equal to the global providers I go against, which are some very big company names.”

– Jim Donnelly, President / CEO - ASL Transportation

“We have remote employees, in several cities in the country, and we worked with PCH to make it easier and faster for them to remote in so they could have access to all of our shared files. It had been an ongoing issue and they helped us come up with a really affordable solution to allow them to do that in a way that was easy for them and that we could sustain long-term....What PCH has provided to us is really an around-the clock, robust solution....They just offer a solution that covers all of our technology needs at any given moment, which are always increasing as we grow.”

– Liz Scott, CO Executive Director - Alex’s Lemonade Stand

“We recently did a project we are particularly proud of: Upgrading all of the WiFi equipment in our restaurants and improving the guest experience while they are dining with us....PCH was responsive; they were able to work with me on creating a very clear and thoughtful plan of action that had contingency built-in, so that we were able to not disrupt operations and execute on budget, execute on time. Today, we can say that all 18 of our locations are up and running with upgraded equipment, improved service and it’s helped us position for future growth as we think about other adjacent technologies. It’s exciting, and I think without them, that isn’t something I personally could have done alone.”

–Jessica Breslow, Director of IT & Marketing - P.J.W. Restaurant Group

“We literally had no technology. PCH came in with a really great solution from a leasing standpoint that helped make technology fit into our budget....which was something that nobody else put on the table. We needed affordability. And a monthly number fits in our budget. The staff here actually handled everything with the leasing company for us....Within 10 days they were in our office, installing all the equipment and putting everything in place for us, training us on how to use the technology...they were very hands-on. We’re very satisfied. It’s been a pleasure to work with the staff here. They didn’t just listen to us, but they heard us.”

– Les Vail, President / CEO - Gloucester County Chamber of Commerce

“It has been wonderful, in a single word. The previous company was not as easy to work with.... The high-rise where we’re located in Philadelphia notified us two days ahead that they were going to shut the power down, and we were not prepared for that. However, I called PCH Technologies and told them we needed to failover in a short amount of time, and they made it happen. We were switched over and my customers never knew that we were offline.”

– David Conner / CIO, Metropolitan Reporting Bureau

TESTIMONIA

UP AND RUNNING

**ALWAYS BE UP
AND RUNNING**



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