

## 14 Ways Turning to IT Pros Makes Your Business Better

Technology that works for your business is essential, no matter what kind of business you're in. But you don't have the time to learn what's happening in the tech world and also do your own job. Find a solution with locally managed technology support service right here in Kennett Square.

Are any of your tech challenges in the top 14 pain points our customers say they face?

### 1. Unpredictable IT labor costs

A project that's complicated and time-consuming for you might take a skilled IT technician just moments to complete... or it might be something that ties up your valuable computers for days. At Pegasus Technologies, your cost is a flat rate. We have multiple levels of service, appropriate for your needs. We'll be clear about the service you're paying for. You don't have to worry that you're being charged for something you don't actually need.

### 2. Employees waiting for help

We have live, local support consultants available to you 24 hours a day, 7 days a week.

[<https://www.pegasustechnologies.com/managed-it-solutions/247-support-services/>] Working late? Run into a problem on Friday afternoon? We'll get to work on your problem right away, no matter when that is. A phone call, an email, an online request – whatever works best for you is how we'll get the job done.

### 3. Budgeting for infrastructure

Four times a year, we'll meet with you to make sure your system can manage the demands your busy staff puts on it. If there's a need to make a change or an upgrade, we'll research the best options for you and put you in control of your company's tech future.

### 4. Technology support planning

There's always new and better technology available for your business. We'll help with quarterly meetings to suggest new software that's right for you.

### 5. Cloud options

The most up-to-date choice for data storage is the cloud. But it's not one size fits all. We'll find the cloud storage choice that's best for your business. Then we'll go to work migrating your data to a secure, cost-effective location with a minimum of impact for your team. We'll also maintain the system so it's always backed up and easily accessible.

### 6. Inconsistent data management

When you're done with a document or file on your computer, where does it go? There might be better ways to store information and keep it organized that can help your business be more responsive and efficient. We'll help you explore them and use best practices for your data.

### 7. Unexplained data overages

Data is key to everything you do, but it can be costly if it's not being used effectively. Your dedicated account team will monitor your business' data usage to identify ways you can streamline and save.

### 8. Data regulation and compliance

Rules and regulations on how to use computer systems change almost as often as the technology does. Our IT professionals regularly review new guidelines. We'll make sure your company is in compliance.

### 9. Unmaintained systems

Your employees may not think about their computers when they go home at night, but the team here at Pegasus Technologies is different. We're always monitoring your system to prevent errors, inefficient performance, and hostile activity.

#### 10. Ransomware and viruses

Ransomware is one of the most severe threats

[<https://www.cisa.gov/stopransomware/ransomware-101>] affecting companies big and small. Your built-in antivirus software isn't enough to protect your valuable client information. We offer next-generation anti-ransomware and anti-virus protocols designed to keep you safe.

#### 11. Phishing attacks

"Phishing" happens when a hacker uses what seems like an innocent email or something similar to get access to a computer system. Every employee needs to know how to protect themselves from phishing. We'll train your staff on red flags [<https://www.consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams>] and simple ways to stay safe. We also have a cybersecurity awareness assessment to find out how safe you are today and what you can do for the future.

#### 12. Internet speed

Even the smallest website or social media page needs to load quickly, or customers will go somewhere else. Count on us to monitor the speed of your page and suggest ways to make it faster and better for your audience.

#### 13. Backups and business continuity

If your computer system goes down, do you know what to do to get it running again? We do. We'll run regular offsite system restoration drills. If the worst happens, you won't be away from your business for long.

#### 14. A different IT tech every time

When you call IT for help, you usually don't know who you're talking to, or how much they know about your business. It's different at Pegasus Technologies. We start with a personality test so you get technical support staff and an account manager you build a relationship with in our unique "Match-IT" plan. [<https://www.pegasustechnologies.com/match-it/>] Partner with someone who doesn't just understand your computers but understands your needs.

#### Technology support in your neighborhood

We have offices in Kennett Square, Wayne, and Media, PA, to serve you. Send us an email [[info@pegtec.com](mailto:info@pegtec.com)] or give us a call at (610) 444-8256 to start your Match-IT partnership. Get the best technology support in the Kennett Square area today.