



## Technology at work for you

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

PinakinIT is a privately owned IT Support and IT Services business. Today we're proud to boast a strong team of IT engineers who thrive on rolling up their sleeves and solving your IT problems and meeting your business needs.

We have a team of experienced consultants and engineers, with skillset in Microsoft®, Oracle®, Banner®, Linux®, and other third-party software-based projects, to assist customers. Project and Technical Support teams at PinakinIT, have worked on-site and remotely for 30+ schools and colleges across United States and Canada.



### CLOUD COMPUTING

PinakinIT offers Infrastructure as a service (IaaS) in which a vendor provides users access to computing resources such as servers, storage and networking. Organizations use their own platforms and applications within a service provider's infrastructure.)



### CYBER SECURITY

We provide end-to-end advisory, protection and monitoring services to secure your organization. We advise on your cybersecurity strategy depending on your current level of maturity to help you define your security perimeter, objectives and procedures. We protect your systems with our cybersecurity solutions and monitor your system to detect and react in advance of cyber attacks.



### What our Customers say

"Our systems administration services from PinakinIT have been extremely effective. Their staff is very knowledgeable and is pro-active in addressing our needs. We look forward to working with PinakinIT and recommend them most highly."  
**Robert R. Pescinski**  
 Executive Director of Technology Services  
 Raritan Valley Community College

Managed IT

IT Helpdesk

NOC

Cloud Computing

Computing

Cyber Security

### IT SUPPORT SOLUTIONS

- BANNER 8/9
- ESM, ODS, DEGREEWORKS, ETHOS
- ADFS 4.0
- ORACLE DATABASE AND MIDDLEWARE
- THIRD PARTY SOFTWARE INTEGRATION
- OFFICE 365
- SCCM 1810
- SHAREPOINT 2019
- ON-PREMISE EXCHANGE
- ACTIVE DIRECTORY
- NETWORK POLICY SERVER
- KEY MANAGEMENT SERVER
- WINDOWS ADMINISTRATION
- LINUX ADMINISTRATION
- VMWARE/ CITRIX VIRTUALIZATION
- END-POINT PROTECTION
- MANAGE ENGINE
- SQL SERVER
- PATCH MANAGEMENT
- SECURITY ASSESSMENT – VA/PT, GLBA, GDPR
- NETWORK ADMINISTRATION
- BACKUP AND DISASTER RECOVERY
- AND MUCH MORE....

## flexible solutions for your business needs

### MANAGED IT

PinakinIT offers Stress free managed IT services under your supervision and management. Full-time or part-time employees are available for remote and on-site positions on demand, to optimize the cost of services these employees can be dedicated or shared. These resources directly report to your Managers and will have your email id and phone. Depending on business needs, these engineers can be remote or on-site. You tell us your business requirements, and we'll customize the Staffing package as per your business requirements.

### IT Helpdesk

We know nothing ever happens from 8am-5pm. It's always when you least expect it. Helpdesk support is often one of the most difficult jobs in any organization; having to be the firefighter when a computer is crashing, or a user has a deadline and their presentation won't print. These are scenarios we've all encountered.

The challenge is always the same; there are never enough resources to get it all done.

By utilizing IT By Design's 24x7 LIVE helpdesk, you can relieve your team from working nights and weekends and prevent your high-value employees from working on low-value tasks.

### TECHNOLOGY CONSULTING PROVIDES A TOTAL END TO END SOLUTION.

### NOC(Network Operations Center)

Our NOC offers monitoring of one or many networks for certain conditions that may require special attention to avoid degraded service. NOC also help to monitor infrastructure capacity, and health, and make adjustments



and decisions to make sure that networks are performing at an optimal rate and that productivity has been organized. We operate 365 days, 24 X 7, round the clock to make sure required action is taken when an alert is generated by our monitoring system.

### NOC features:

- 24x7 Alert Management
- Patch Management
- Backup Management
- Antivirus & Antimalware Management
- Vulnerability and Penetration Testing