

PEAK SOFTWARE
& TECHNICAL SOLUTIONS

About Us

At Peak Software & Technical Solutions, we specialize in helping businesses thrive through reliable, forward-thinking technology solutions. Built on a foundation of technical expertise and a passion for problem-solving, our mission is to make IT and software simple, secure, and scalable for companies of all sizes.

We understand the demands of today's fast-paced business environment, which is why we focus on delivering responsive support, long-term reliability, and solutions that evolve with your needs. From day-to-day operations to big-picture planning, we're here to take the stress out of managing your technology so you can focus on what matters most—running your business.

We believe in building strong relationships, earning trust through transparency, and always doing what's right for our clients.

At Peak Software & Technical Solutions, your success is our priority.

Services

We offer a comprehensive range of computer and technology services to meet your business needs—from IT support to custom software engineering.

Our services include:

- Network Installation & Engineering
- Computer Repair & Troubleshooting
- Monthly IT Support for Businesses
- Computer Monitoring & Cybersecurity Protection
- Software Engineering & Custom Development
- Mobile App Design & Development
- Website Design & Deployment
- Technology Consulting & Strategic Planning

Whether you're looking for reliable IT support or innovative software solutions, Peak Software & Technical Solutions is your trusted partner.

Please contact Al at 724-972-6504 or email peaktechsolutions.al@gmail.com for inquires.

IT Services

Network Installation & Engineering

- We collaborate with you to design and implement a network tailored to your business needs. Our services include full network installations, upgrades, NAS (Network Attached Storage) setups, and phone system installations.

Computer Repair & Troubleshooting

- Whether your computer isn't performing as it should or you're struggling with printer connectivity, we're here to help. From diagnostics to repairs, we ensure your systems run smoothly and efficiently.

Monthly IT Services

- Our monthly plans are designed to provide reliable, worry-free technical support so you can focus on what matters—running your business.
- We offer two flexible service options:
 - **IT Support Plan:** Covers day-to-day troubleshooting and technical issues at a discounted rate.
 - **Security+, Maintenance & Support Plan:** Protects your systems, optimizes performance, and includes ongoing technical support to keep your business secure and efficient.

Consulting & Planning

- Need guidance on your next tech decision? Whether you're planning to add a state-of-the-art conference room or upgrade your phone system, we're here to help.
- We provide expert advice and strategic planning to ensure your next project is a success—helping you make informed, game-changing decisions for your business.

Software Engineering

Software Engineering & Technology Consultation

- We offer professional software engineering services to help you bring your ideas to life. Whether you need a custom-built application or a mobile app, we can plan, design, and develop the right solution for your business. We also provide general technology consulting to guide your development efforts and ensure you're building on the right foundation.

Website Design

- Need a new website or just want to refresh your current one? We design modern, responsive websites that represent your brand and engage your customers. From basic updates to full redesigns, we've got you covered.

Monthly IT Support

Tier 1

30% Savings

- Phone Support Monday - Friday 8:00 AM - 4:00 PM.
- Includes one on site visit up to an hour or up to one hour of remote support.
- One time vulnerability scan and fixes up to 5 computers.
- Membership in our VIP Reward Program.
- 5% off any other services.

Tier 2

35% Savings

- Phone and video Support Monday - Friday 7:00 AM - 7:00 PM.
- Includes two on site visits up to up to 3 hours total or 3 hours of remote support.
- One time vulnerability scan and fixes up to 7 computers.
- Membership in our VIP Reward Program.
- 7.5% off any other services.

Tier 3

40% Savings

- Phone and video support 24/7.
- Includes two on site visits up to 4 hours total or 4 hours of remote support.
- Includes an additional 2 hours of remote support.
- One time vulnerability scan and fixes up to 10 computers.
- Membership into our VIP Reward Program.
- 10% off any other services.

Monthly Maintenance & Support

Tier 1

- Weekday phone support from 8:00 AM to 4:00 PM, providing reliable access to our technical team.
- Includes 30 minutes of dedicated remote support per computer each month.
- Monthly monitoring of each computer to ensure optimal system health, maintain peak performance, and quickly resolve any issues that arise.
- Monthly operating system and third-party application updates to maintain security and stability.
- Monthly update summaries to keep you informed.
- 5% off any additional services we offer.

Tier 2

- Phone and video support available Monday through Friday, 7:00 AM to 7:00 PM for extended coverage.
- Includes 1 hour of dedicated remote support per computer each month.
- Biweekly monitoring of each computer to ensure optimal system health, maintain peak performance, and quickly resolve any issues that arise.
- Biweekly OS and third-party app updates to ensure up-to-date security and functionality.
- Biweekly update summaries to keep you informed.
- 7.5% off any additional services we offer

Monthly Maintenance & Support

Tier 3

- 24/7 phone and video assistance, ensuring expert help is always just a call away.
- Includes 1.5 hours of dedicated remote support per computer each month.
- Weekly monitoring of each computer to ensure optimal system health, maintain peak performance, and quickly resolve any issues that arise.
- Operating system and third-party application updates performed weekly to keep systems secure and running smoothly.
- Comprehensive and well-structured computer documentation.
- Weekly update summaries to keep you informed.
- 10% off any additional services we offer.

All Tiers Include

- Monthly system cleanup to improve performance.
- Comprehensive monthly system report.
- One scheduled remote meeting per month to review system performance, address concerns, and plan improvements.
- Add Security+ services at a discounted rate.
- Membership in our VIP Reward Program.

Monthly Security+ Services

We partner with Bitdefender to deliver premium security, backed by our expert monitoring and remediation services.

Security+ Basic

- Phone support Monday–Friday, 8:00 AM–4:00 PM.
- Antivirus, firewall, anti-phishing, ransomware, device control, and web threat protection.
- Vulnerability scan with recommendations, system report.
- VIP Rewards membership
- 5% off all other services

Security+ Advance

- Phone & video support, Monday–Friday, 7:00 AM–7:00 PM.
- Includes all basic features + threat and behavior detection.
- Incident investigation & remediation (up to 1 hour per computer within 72 hours).
- Biweekly vulnerability scans plus 30 minutes of remediation per computer.
- Monthly system report
- VIP Rewards membership
- 7.5% off all other services

Security+ Premium

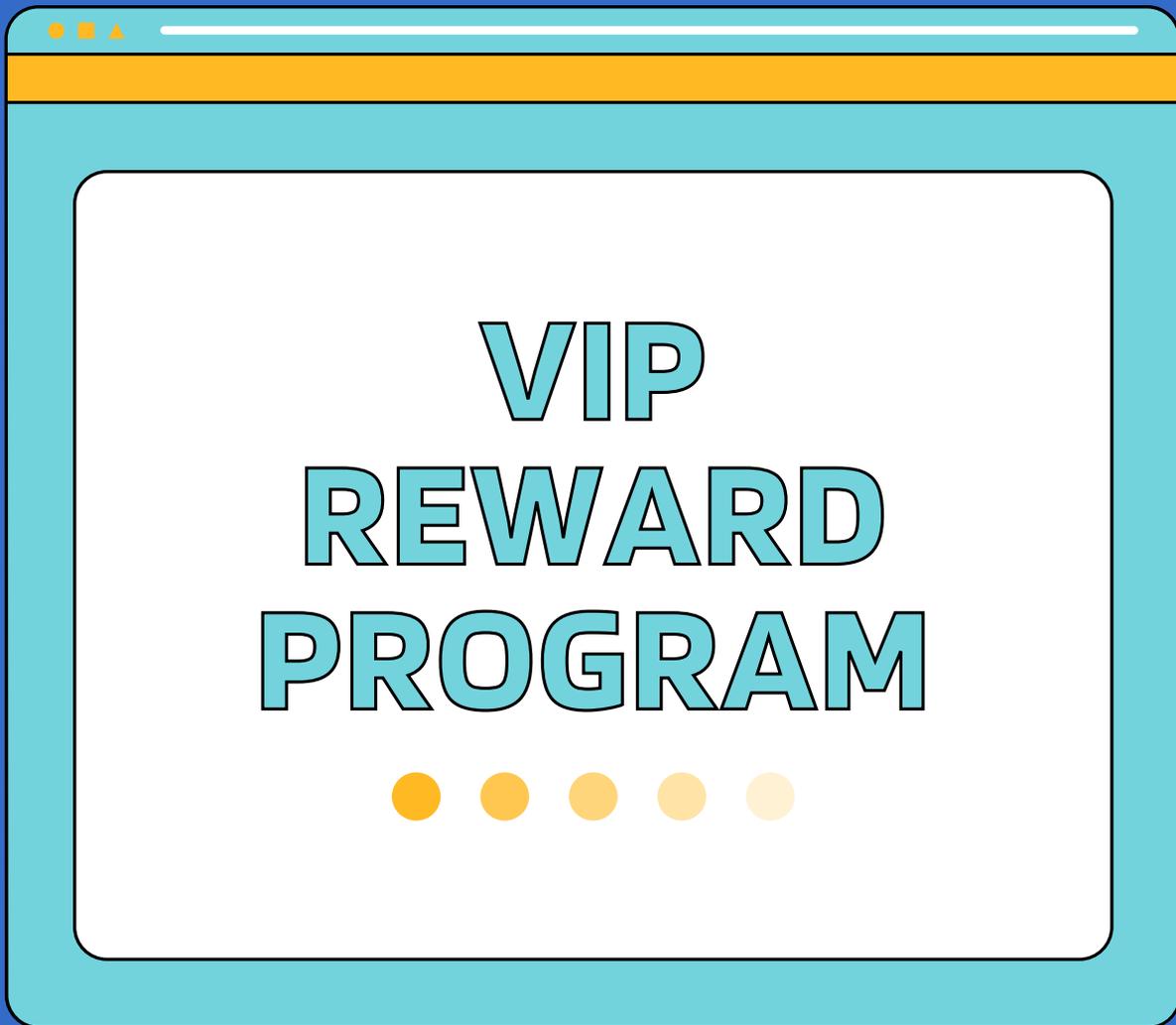
- 24/7 phone & video support.
- Includes all basic and advanced security features.
- Incident investigation & remediation (up to 2 hours within 24 hours).
- Weekly vulnerability scans + 1 hour of remediation per computer.
- Weekly system updates
- Monthly video meeting to address security concerns and actions.
- VIP Rewards membership
- 10% off all other services

All plans include a comprehensive monthly security report and one scheduled remote meeting per month to review system security, address concerns, and plan improvements.

Monthly IT Services

About Our Monthly Services

- Whether your business needs basic tech support or advanced IT services, we've got you covered.
- Save big with our monthly on-site IT support plans, designed for convenience and cost-efficiency.
- For more comprehensive protection, our Security+, maintenance, and support plans offer targeted, high-quality service and greater coverage.
- Powered by Bitdefender's industry-leading cybersecurity platform, our Security+ plans ensure your systems are actively monitored, protected, and updated around the clock through our secure IT management platform.
- You'll also receive access to your own dedicated IT support portal—submit service tickets instantly and get fast, reliable help when you need it most.
- IT Support Plans are billed per business.
- Security+, Maintenance, and Support Plans are billed per computer.
- Choose stand alone Security+ plan or Support services—or combine both at a discounted rate for maximum protection and performance.
- Our goal is to take the hassle out of technology, so you can focus on what matters most—running your business.



5% discount on all additional services provided.



For every \$1 spent get a reward point to redeem for additional discounts and gift cards.



1 hour a month of over the phone consulting.

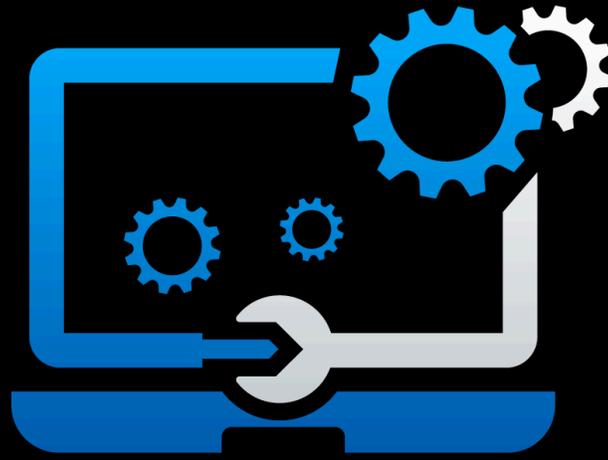


Monthly emails providing the latest security alerts and news.



Access to security conferences, when hosted.

Contact Us



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Call Al at 724-972-6504

Email: peaktechsolutions.al@gmail.com

Visit: www.peaksoftwaretech.com

2025 Services