

# PJ Networks Computer Services

Network Support ~ Security and Compliance ~ Managed Services

**Get Help When You Need It**  
*Guaranteed*

**PJ Networks Computer Services**

**(434) 975-0122**

[info@pj-networks.com](mailto:info@pj-networks.com)

[www.pj-networks.com](http://www.pj-networks.com)

520 Greenfield Terrace  
Charlottesville, VA 22901

“ I reconnected with PJ Networks and together we worked to implement systems to safeguard our most important assets – our information and our email. Nothing is more important to our firm. Hardware is easy to replace – lost data, communications, and clients – not so much. Thanks to PJ Networks, we now have redundant systems in place that work. [See Full Review](#)

[www.whitebeckert.com](http://www.whitebeckert.com)

### **Paul G. Beckert**

Certified Public Accountant - White, Beckert & Associates, LLC

“ Today, we have computers and a network system that functions well and make work at the office easier. Working from home has also never been easier. If a problem should come up, someone from PJ Networks is always readily available to make sure it is quickly resolved. I would not hesitate to recommend PJ Networks to anyone. [See Full Review](#)

[www.kleinedental.com](http://www.kleinedental.com)

### **Michelle Kleine**

Business Manager - Jared C. Kleine D.D.S., P.C

“ We talked to three different network installers and PJ Networks showed the most knowledge and competence. They just knew what they were talking about. Phil and Gary were up to date on the latest products on the market. All the staff felt very good about choosing them for the job. [See Full Review](#)

[www.thegrovecville.org](http://www.thegrovecville.org)

### **Bill Mack**

Maple Grove Christian Church - Following Christ in Life-Changing Community

“ As I have noted in the past, you are the fourth IT support firm we have dealt with in the eleven years we have been in business. You are THE FIRST one who truly seems to know what you are doing. Your advice in setting up our new server, your help in minimizing our downtime when we moved locations, and your recommendations on numerous software packages not to mention bringing us in contact with a host of other competent providers has been invaluable. [See Full Review](#)

[www.faaconsulting.com](http://www.faaconsulting.com)

### **Tom Ferrell**

President/Principal - Ferrell and Associates consulting, Inc. - Aeronautical Safety Consulting

“ Throughout the process of transitioning all of our IT services and email hosting, we kept asking ourselves what we were forgetting or why we had been so fearful. The staff of PJ Networks made it so easy. No drama, no chaos, no big deal...just a team of people listening to our needs, learning our processes and respecting our concerns. [See Full Review](#)

[www.monticellosurgery.com](http://www.monticellosurgery.com)

### **Donna M. Bossardt**

Administratortor - Monticello Community Surgery Center - Transparent Surgery Pricing

# What Makes PJ Networks Stand Out?

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## Our Commitment To Excellence

### 1.) Customer Service and Availability

**How long are you willing to wait to reach a support engineer?**

When you place a call to PJ Networks for business technology support, you can always expect to reach someone directly or have your call returned within 15 minutes, consistently, and if the issue you have is urgent, then someone will begin working on it *immediately*. We have built our reputation on that principle.

### 2.) No Surprise Charges or Invoices

**Have you ever been blindsided by a bill from your current IT support company?**

No one wants to receive a bill that they weren't expecting; we understand that. When we provide support for you or respond to an alert, you are told in advance if there will be charges associated with that work. In many cases, the labor is covered by the support plan that we have in place with a client, but if not, then we will let you know before we start providing support that we will be charging you for.

### 3.) A Primary Support Engineer Is Assigned To Each Client

**Are you tired of getting the "engineer of the day" for on site support?**

When you sign up for any of our support plans, we assign a Network Systems Engineer to be the primary contact for your account. That engineer will become familiar with your network, your systems, your staff, and the way your business operates. That allows them to be able to quickly identify any resolve problems that may arise, provide insight and recommendations to you, and develop a long-term relationship with your company.

If your issue requires immediate attention, then someone will be working on it within a few minutes of your call. *Guaranteed.*

That is what we call the **PJ Networks Experience!**

*Anything less is costing you money...every single day*



**We believe that it's not technology that makes a company great - it's the people who depend on it every day to do their jobs.**

**PJ Networks can help you to *\*empower\** your employees with the technology they need to reach their full potential.**

## **Cybersecurity in Small Businesses**

**Managed Services** can take care of many of a small business's needs when it comes to following best cybersecurity practices. These include:

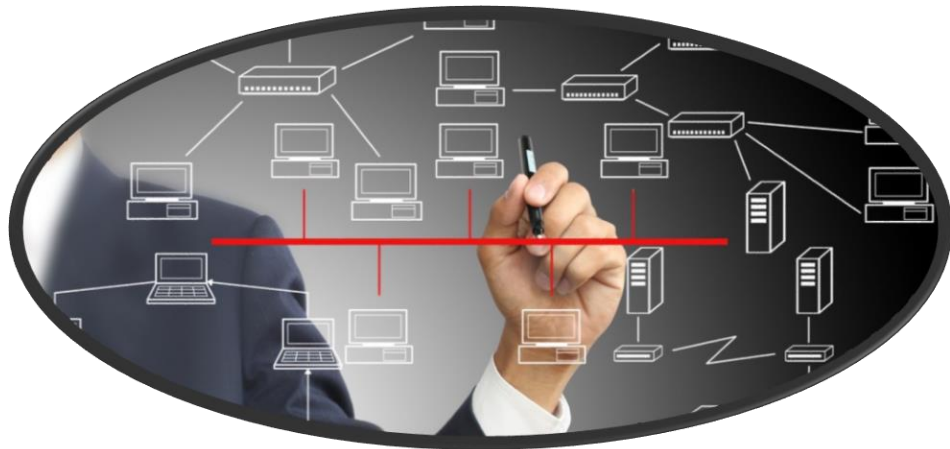
- Operating system patches
- Third-party software updates (Adobe, java, etc.)
- Automated backups (local and cloud)
- Vulnerability Scans
- Antivirus updates and definitions
- E-mail spam/virus filtering
- Bad website blocking
- Realtime system alerts
- System firewall monitoring
- Suspicious/unusual computer activity
- System health alerts

We can also help to:

- Secure your network environment
- Educate your employees
- Establish best security practices
- Create company computer and Internet usage policies
- Secure wireless network connections
- Provide ongoing training

# Design and Implementation of Network Infrastructure

The core services provided by **PJ Networks** have always been the design, installation, and support of business computer networks.



## Business Servers

Microsoft Exchange Servers

**Remote Web Workplace**

Multi-Site Environments

**Local and Cloud Backups**

Site-To-Site VPN Solutions

**Mobile Computing Solutions**

Security and Compliance

## Microsoft Office 365

Business Workstations

**Secure Remote Connectivity**

Outlook Web Access

**Smart Phone Support**

Internet Security Appliances

**Wireless Networking**

*Your Next Big Breakthrough...*

## Which Managed Services Plan Is Right For Your Business?

**Professional Edge:** Realtime monitoring, managed antivirus, patch management, a dedicated primary engineer, and priority service for all requests. You pay for additional service and support when you need it, and you get to decide if/when you want us to address a problem that either you or we have identified. You get the discounted labor rate of \$150/hour (our standard rate is \$175/hour for clients without a support plan). You have access to 24/7 emergency support, and most helpdesk support can be provided in realtime, during the initial phone call to us, or within an hour of that phone call. (No trouble tickets required)

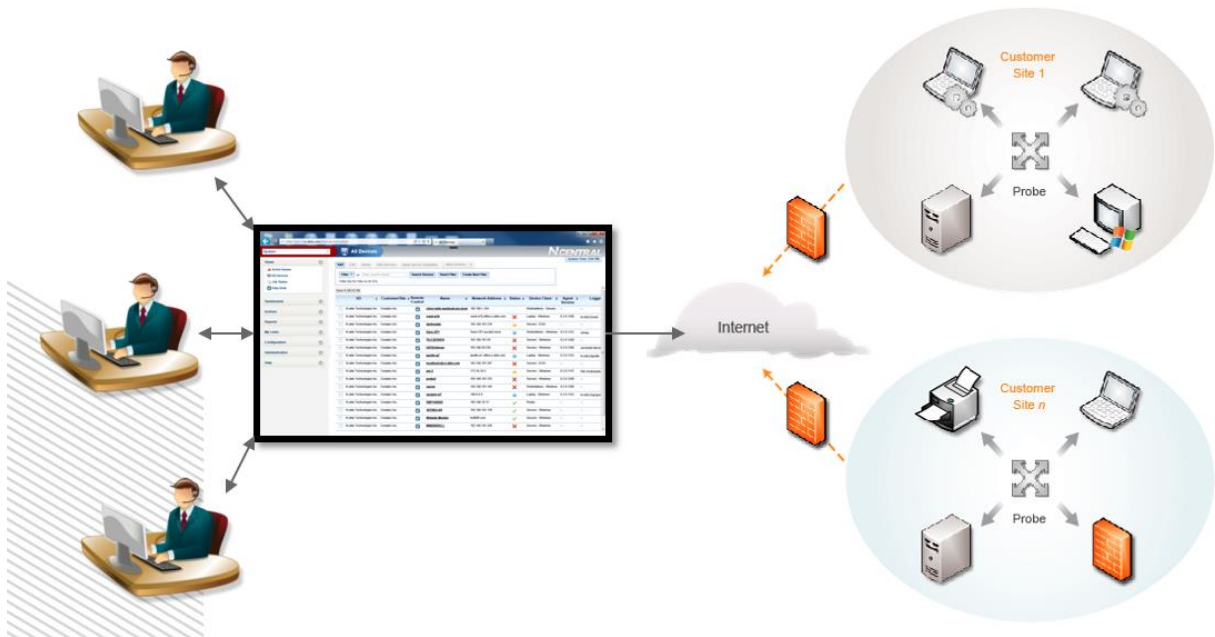
**Executive Edge:** Realtime monitoring, managed antivirus, patch management, a dedicated primary engineer, and priority service for all requests. You get **unlimited remote service and support for all covered systems**. You pay for additional service and support **if it requires an on-site visit**, you get to decide if/when you want us to come to your office to address a problem that either you or we have identified, but we will automatically assume that you want us to fix anything that we can take care of remotely. You get the discounted labor rate of \$150/hour (our standard rate is \$175/hour for clients without a support plan). You have access to 24/7 emergency support. You also get one manual monthly server checkup, provided remotely, for each server that your business has covered by this plan.

**Corporate Edge:** This is our most comprehensive support offering. Realtime monitoring, managed antivirus, patch management, a dedicated primary engineer, and priority service for all requests. You get **unlimited remote and on-site service and support for all covered systems in the Charlottesville area**. Remote users from other locations can send their laptops/workstations to us to be repaired/replaced at no additional labor cost, and all non-local employees would get unlimited remote support. We will automatically assume that you want us to fix anything that we can take care of (since it is already paid for) as part of your support contract and will schedule that work accordingly. You get the discounted labor rate of \$150/hour (our standard rate is \$175/hour for clients without a support plan) for any specialty work or projects that are not covered by the support contract. You have access to 24/7 emergency support, and you do not pay emergency rates for any service provided during regular business hours. You get one manual monthly server checkup, provided remotely or on-site, for each server that your business has covered by this plan. You also get annual network vulnerability scans to help identify any potential data security risks.

**Proactive Managed Services can help to prevent 75% of computer-related issues**

# Network Operations Center

## Continuous Business Systems Monitoring and Support



All of your company's business systems – servers, workstations, routers, firewalls, switches and printers – are always on our radar screen, and we receive alerts whenever an issue is detected that could impact your company's business workflow. We can also tell when systems are not running at peak efficiency and proactively reach out to make adjustments or look deeper into potential problems. We also make recommendations for replacing systems when they are not able to keep up with the demands of your business. Technology should be working for you – not against you.

**PJ Networks**  
**Computer Services**

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# Our Technology Offerings

- **Managed Services**
- **CyberSecurity in Small Businesses**
- **Vulnerability Assessments and Penetration Testing**
- **Microsoft 365 Management and Migration**
- **Cloud Backup Services (HIPAA/PCI Compliant)**
- **Backup and Disaster Recovery (BDR)**
- **PCI and HIPAA/HITECH Security Compliance**
- **Risk Assessment and Remediation**
- **Dental and Medical Practices**
- **Law Offices and Accounting Firms**
- **Enterprise-class Wireless Solutions**
- **Remote Connectivity Solutions**
- **Site-To-Site VPN Connectivity**
- **Internet E-mail and Web Filtering**
- **Technology Roadmapping**



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# Vulnerability Assessments

Eventually, someone is going to test your network security, whether you ask them to or not.

Let PJ Networks test it for you first.

Businesses often choose to conduct a **vulnerability assessment**, also called a **vulnerability audit** or **security audit**, because they know their **security posture** needs improvement, but they are not sure where to begin.

**We do.**

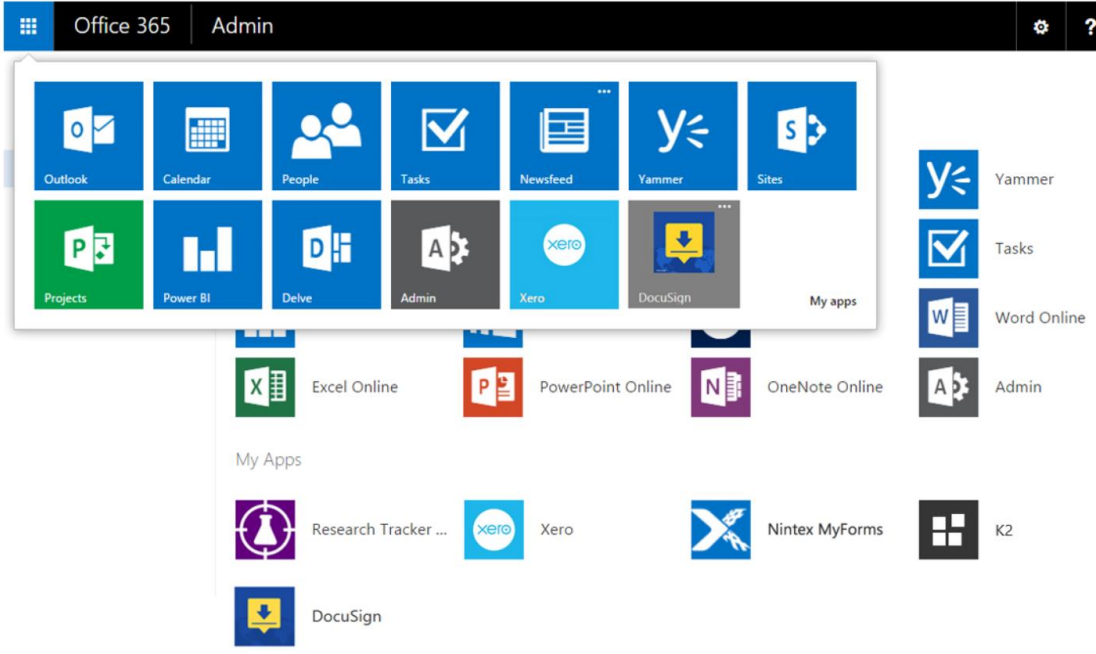
Additionally, **vulnerability assessments** can be a requirement for some standards, like **PCI and HIPAA compliance**, that need to be performed on an annual or quarterly basis. We will first identify the most severe issues and recommend solutions for mitigating them, so that the most exploitable weaknesses are quickly locked down. We will then run a series of deeper-level vulnerability scans to find the less obvious (but still penetrable) weaknesses, document them, and then assemble final summaries and reports that will clearly define what issues still need to be addressed, and then present a clear plan for resolving them.

By identifying your security vulnerabilities, mitigating them, and then taking a layered approach to your security posture, PJ Networks can make your business network an enterprise-class system, regardless of the size of your company.

We can even perform non-destructive **penetration testing** against your existing cybersecurity framework to see how well it would stand up to an intense, focused attack by a professional hacker.

# Microsoft 365

PJ Networks is a **Microsoft Silver Partner** and our certified engineers can assist you with your migration to Microsoft's cloud-based services. Whether you're looking for someone to assist you with setting up **Office 365 Exchange-hosted mailboxes** and migrating all of your existing mailboxes into the cloud, or if you're ready to embrace all of Microsoft's Office 365 local and cloud-based applications, we can help you to make the transition in a smooth and organized fashion. No migration project is too large or too small, and Microsoft offers **e-mail encryption** as an option for their Exchange-hosted mailboxes for only \$2/month per mailbox.



# PCI/HIPAA Compliant Cloud Backups

Even clients who can afford to be down for a short period of time during a network outage still need to know that their company data will not be permanently lost if the building burns down or all of their computer equipment is stolen. For medical offices, it is **required by law** that an exact copy of all patient data is securely stored **off site** in a HIPAA compliant storage location, that it is encrypted at all times. Our cloud backup solutions satisfy all of the legal requirements and we offer the option to either keep just the critical data files backed up or complete system images of the servers that the data resides on for full disaster recovery.

Don't take any chances with your company's data; unless you are backing up to an encrypted device or media that is being kept far enough away from your workplace that it is safe from any natural disaster that could affect both locations, you are not in compliance with HIPAA and PCI requirements.

It's not optional - All CEs, including medical practices and BAs, must securely back up "retrievable exact copies of electronic protected health information" (CFR 164.308(7)(ii) (A)).

PJ Networks is also able to wipe hard drives and backup storage media to **Department of Defense standards** and provide a Certification of Destruction for our clients' records.



Health Insurance Portability and Accountability Act

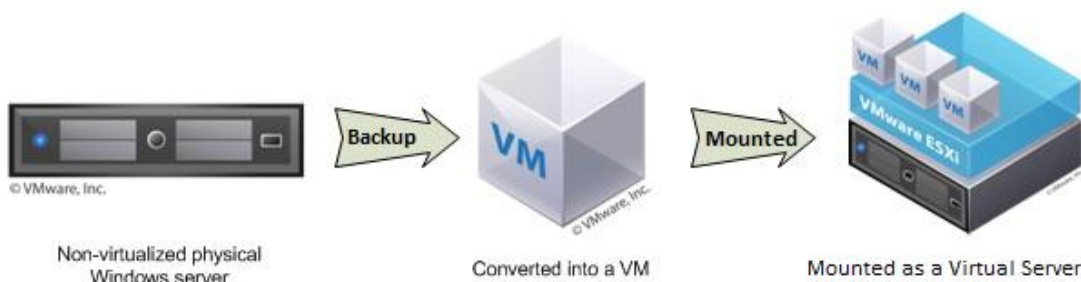
## Backup and Disaster Recovery

Some businesses can survive for a day or two during a network outage, but for most companies **even an hour of downtime** can be disastrous to workflow and productivity. A medical office that can't see patients or an accounting firm that cannot work on client financials is dead in the water when their data is unavailable. PJ Networks understands that and offers BDR solutions to accommodate any situation or business need.

We offer secure, HIPAA and PCI compliant cloud backup solutions for those clients whose main concern is that their critical data is recoverable in the event of a hard drive failure or natural disaster, but we also offer realtime, full system image backups of network servers that can be **mounted as virtual servers** to keep your business up and running while your original server is being recovered or repaired.

Our backup solution can do **incremental backups** of servers **every hour** across the entire network and those server images can be mounted **and available within minutes** of a server failure.

If you run a business or medical practice that cannot afford to be down for even one day while replacement parts are being delivered or emergency repairs are being performed, then this is the right solution for your organization.



**DOWNTIME = LOST \$\$\$**

## Ransomware Protection

Hackers around the world are focusing more and more of their attacks on small businesses, because the big multi-million dollar companies have all invested huge amounts of money beefing up their security and virus protection strategies. So, they have turned their attention to smaller businesses that have always felt fairly safe, because in past years they were “too small” for the hackers to even notice.

But that is all changing...

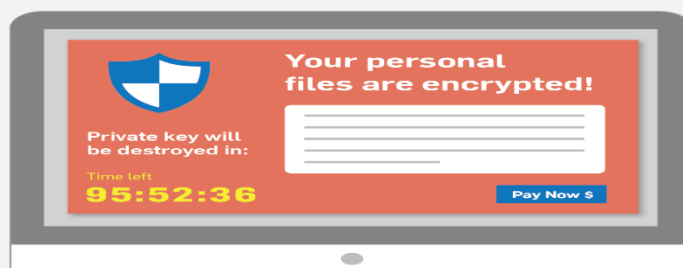
**According to a 2013 survey by the National Small Business Administration, 44% of small businesses have already been victims of cyber attacks.**

Don't let your company fall victim to a crippling cyber attack that can hijack your data, bring down your network or allow a security breach of your customer's data to destroy your company's hard-earned reputation.

Protection can be put into place that can block your staff from accessing infected websites, downloading malicious programs or receiving infected e-mails. And, if the unthinkable happens and somehow an infection does corrupt or destroy critical company data, PJ Networks can put a backup solution into place that will allow us to restore all of your critical data files back into the condition they were in less than an hour before they got infected, resulting in an absolute minimum of lost data or company downtime.

The hackers are not playing games – they're deadly serious. We think that you should take them as seriously as they take you.

Prepare for **RANSOMWARE**



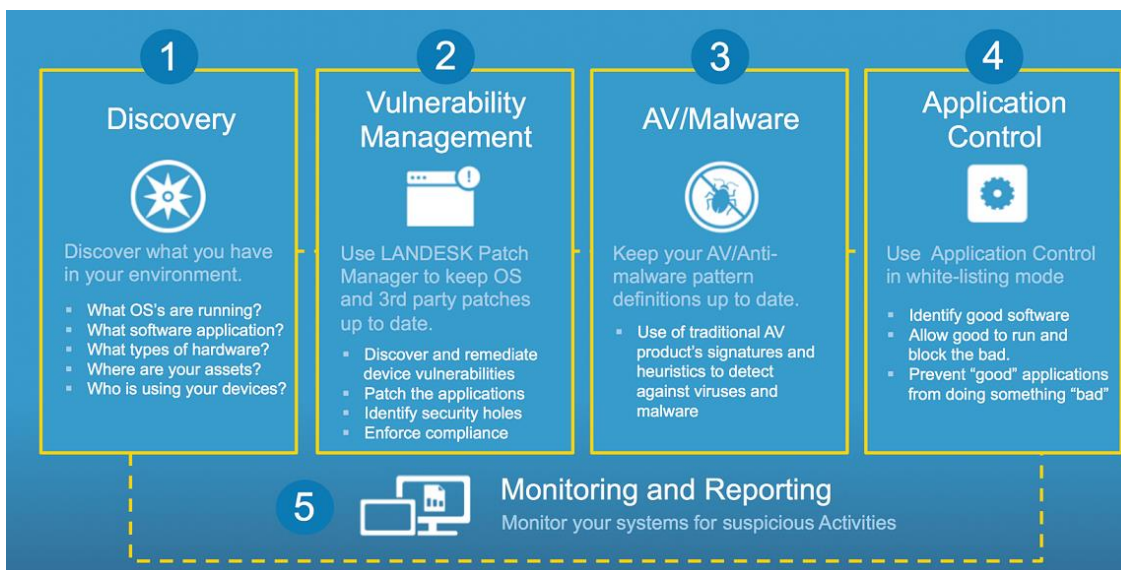


## PCI DSS Compliance

The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that **ALL** companies that **process, store** or **transmit** credit card information maintain a secure environment. Essentially any merchant that has a Merchant ID (MID).

PCI compliance applies to ANY organization or merchant, regardless of size or number of transactions, that accepts, transmits or stores any cardholder data. Said another way, if any customer of that organization ever pays the merchant directly using a credit card or debit card, then the PCI DSS requirements apply.

**PJ Networks** can help you to answer those lengthy questionnaires and perform professional data breach and vulnerability scans to reveal hidden weaknesses in your business network infrastructure.

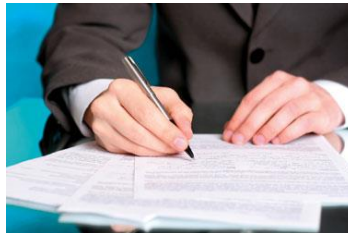


## Protecting Your Client Data

It is the legal, moral and professional obligation of any business that stores and handles client data to protect that data to the best of their abilities. Most companies already know that. But, what exactly does that mean?

- Store client data in encrypted folders
- Restrict access to client data
- Prevent copying of data to external devices
- Implement realtime monitoring of network systems
- Company laptops with client data are encrypted
- Restrict remote access into the company network
- Manage the use of mobile devices by MAC address
- Provide secure guest access when needed
- Backup client data regularly
- Encrypt data backup storage locations
- Provide ongoing training to staff concerning security
- Have clear procedures in place for handling data
- Keep antivirus and software patches up to date

**Over 97% of ransomware attacks are preventable by following best practices!**



## Let PJ Networks Become Your Medical IT Business Partner



There are many very specific types of technology and equipment that medical offices work with that are unique to their industry, such as scanning devices, x-ray machines and proprietary software packages that require hands-on support and experience with medical processes and workflow.

Don't get stuck with a remote support team that has never visited your office or even knows where your servers and equipment are located within your building. When you choose PJ Networks to be your IT support team, you are choosing a local company that is proud to continue offering on-site support and service that is supplemented by remote services and automated systems that will keep your network secure, stable and running efficiently.

Combine all of that with award-winning customer service and 24x7 emergency support available 365 days a year, and you have found the answer to all of your IT support and business security needs.

### **Business Associates Agreement**

A “business associate” is a person or entity, other than a member of the workforce of a covered entity, who performs functions or activities on behalf of, or provides certain services to, a covered entity that involve access by the business associate to protected health information. The HIPAA Rules generally require that covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard protected health information. PJ Networks is ready to sign a Business Associates Agreement that is provided by your medical practice, or we can help to create one that is right for your organization.



## PJ Networks Has In-depth Knowledge and Experience With Dental Practices

*Are you getting the most out of your investment?*

Quality dental equipment and software is expensive – are you sure that you are currently getting the most out of yours when it comes to patient management, image quality, efficient workflow and staff productivity?

With over 5 years of planning, implementing, and optimizing dental software and hardware from a large variety of vendors, PJ Networks can make sure that all of your devices are able to talk properly to your programs, and that you are getting the most of your technology investment. We have worked with all the larger companies like **Henry Schein**, **Patterson**, and **Carestream**, as well the smaller ones like **Apteryx**, **Suni**, **XDR**, **SOTA**, and **OpenDental**, to name a few.

While we can't promise to know every company and product out there, we can promise to know the questions to ask and to work with the companies when needed to get everything working properly.



## Accounting Firms

### *Efficiency, Productivity and Accuracy*

PJ Networks has worked with just about every major accounting package designed to run on a computer, going all the way back to the original versions of Mas90, Quicken, QuickBooks and Peachtree Accounting.

They haven't all been wonderful to work with, and some of the earlier versions were pretty poorly written, but it's not our job to choose what software packages you use (although we can make excellent recommendations) – just to support them.

These are just some of the accounting programs that we have experience installing, configuring and supporting in a network environment, including extensive experience with **QuickBooks**:



# Reliable Wireless Network Solutions

**PJ Networks** has years of experience designing and installing **secure**, wireless network solutions in offices, schools, campuses, campgrounds, large estates and homes. One unified wireless access system can be integrated across an entire network and can be managed from a single management console, with bandwidth limitations for guest users and secure, segmented networks for added security and compliance.

A wireless point-to-point bridge can be used to connect two buildings with line of sight to each other across a distance of several miles, and an entire campground can be covered by the same broadcast name (SSID) and password in order to allow users to roam around the facility and stay connected at all times.



# Employee Cybersecurity Training



Because Data Security Starts With  
**Employee Vulnerability Awareness**

Regardless of your business type, company size or how much data you have to protect, all it takes is for one employee to click on the wrong web link or to open the wrong e-mail attachment and you suddenly have an unexpected disaster on your hands.

Let's face it - who has the time to put together a training program, document it, acquire training materials, implement it, train everybody how to use it and then make sure that everybody is up to speed with everything they are supposed to know about cybersecurity?

Let **CyberLookout™** handle all of those concerns for you.

Sign up **TODAY** for a complete Employee Vulnerability Awareness and Assessment program! We will provide you with everything you need to quickly add all of your employees to your training program and even provide you with onboarding videos to instruct your employees how to log in and start using the system on their own.

- **Dark Web data breach searches** to see where your company data has been compromised in the past
- **Online management portal** to track employee ratings, generate reports, manage security documents and much more
- **Individual employee training portals** to access cybersecurity videos, quizzes and certifications
- **A complete online cybersecurity training program**, with exams and printable certificates
- **Random phishing e-mail simulations to test your employees' awareness**
- **Weekly 3-minute micro training videos** and quizzes to keep your employees focused on data protection
- **Monthly newsletters** to cover important topics and recent cybersecurity news and alerts
- **Employee rankings** to see which employees present the highest risk to your company data
- **Written security policy templates** that you can use for your business
- **An online repository** for keeping all of your security-related documents, forms and documentation
- ...and SO MUCH MORE!



ASHLEY SCHAUER, M.D. - ANDREW COLLINS, M.D.

March 10, 2016

To Whom It May Concern:

I just reviewed a testimonial I wrote for PJ Networks in 2006. At the time we grew from a small medical office with no more than 5 personal computers on a weak network with poor back up capabilities, to having a dedicated small business server with auto-back up. Shortly thereafter we moved to a much larger office with at least a dozen computers. Through the move, PJ Networks provided a seamless transition with relocating the server and setting up our new workstations.

Since that time we have graduated to our third server, 3 more generations of PC's and added machines to total over 25, all networked. PJ Networks has always been professional, courteous and helpful without question. I have also found them always available to troubleshoot and repair PC or Network issues, including after hours and on weekends.

Most recently we have upgraded to a monthly "all-in" maintenance fee that will be less expensive for us than was our a la carte service from the prior year. We are now approaching full HIPAA compliance (in accordance with Meaningful Use requirements) with a full evaluation of our network and guidance from PJ Networks with an ongoing plan for remediation of any deficiencies that were found. I have complete confidence that we would pass an audit. I also have complete confidence that we have a safe, secure network that has 24/7 monitoring, automatic updates, and no extra hidden costs.

Kind Regards,

Andrew Collins, MD  
Blue Ridge Ophthalmology  
Charlottesville, VA



**SETTLE TIRE AND  
SUPPLY CO., INC.**

824 PRESTON AVENUE CHARLOTTESVILLE, VIRGINIA 22901

To Whom It May Concern:

PJ Networks has been the IT support company for Settle Tire since June of 2010, and they currently handle all of our business technology needs. As the General Manager for Settle Tire, it is very important for me to have all of our computer and network systems working properly at all times, including the server, workstations, printers and Internet connection. Without those things, we cannot perform our daily tasks, which include checking in customers, performing state inspections, ordering automotive parts, invoicing for our work and managing our inventory. In the nine years that PJ Networks has been our IT support provider, they have always been available when we need them and have taken excellent care of our business technology needs.

We recently decided that the business phone system that we have been using for many years was no longer working well for our business. We had difficulty with it for various reasons, including reliability, functionality and even some of the basic features, such as being able to tell when an employee was already on the phone with another customer and a call needed to go to their voice mail. When we reached out to PJ Networks about the phones they promptly provided us with a demo of multiple options explaining in detail the difference, benefits and functionality of each of the phones. This process made it easy for us to make a decision we were confident in. PJ Networks then presented us with a VoIP phone system quote from Greenlink Networks that not only covered all of the features that we were looking for, but also included some that we had not even thought about, such as having our voicemails sent to us as e-mail attachments in order to make sure that we never miss a customer message.

The team at PJ Networks worked directly with us to get all of the proper network equipment into place, choose the best handsets for each of our employees, configure the displays to work the way that would most benefit us, and then they were here with us on the day that the new system went live to make sure that everything was working properly. There were just a few minutes of downtime during the transition, and then all of the phones were fully functional. It also turns out that the new system has more available lines than our last one did, and it was much more affordable than we thought it might be. Even after the install and "go live" PJ Networks kept in close contact with us and made follow up visits to ensure the system is working as expected.

With that being said I have to admit that I was still nervous as you can expect as we have a business to run and cannot afford to not be able to communicate with our customers for a long period of time. PJ Networks set that nervous feeling at ease by going above and beyond the call of duty to ensure we were up and running. Not only did they help with the transition to the new system they ensured that all employees felt confident when using the new system. For me it is a no brainer to continue doing business with PJ Networks and Greenlink!

We are extremely pleased with our Green link Networks new VoIP phone system from PJ Networks, and I would recommend it to any business that is looking for a new phone system solution.

Best Regards,

Drew Morris  
Settle Tire Pros, General Manager

# Cloud Based VoIP Solutions

Using Cloud Based VoIP Technology, we provide solutions that allow you to enhance your business communications while lowering costs.



## The power of the cloud

We use the power of the cloud to deliver business phone service over your existing internet connection. Since there are no physical phone lines to maintain and all calls go through the internet, costs for business phone services can be reduced significantly.

## Features included

- Free Implementation
- Free porting
- 1 Free Local Number per extension\*
- 1 Free Toll Free Number per account\*
- Unlimited calling within U.S., Canada & PR
- Unlimited Remote Support
- Advanced Auto-Attendant
- Time Conditions (Schedules)
- Caller ID with CNAM (name display)
- Unlimited Incoming Fax to Email
- Dial by Name Directory
- End-user / Admin portal
- Extensions
- Call Forwarding
- Multi-Follow (follow me)
- 3-way calling
- BLF – Busy Lamp Field
- Paging / Intercom
- Call Park
- Side Car Support
- Ring Groups
- Call Logs
- Greetings
- Multi-site support
- Music on Hold
- Voicemail to Email
- Provisioning Templates

## About PJ Networks

World-Class Managed Services Provider

- **Providing organizations with predictable, business-focused IT services that optimize operations, manage risk and deliver measurable business value to our customers.**
- Founded in 2005 by CEO Phil Jaderborg
- Based in Charlottesville, VA
- Specializing in Comprehensive IT Solutions
- Technology Roadmapping for all clients
- Microsoft Certified Partner
- Certified Ubiquiti Wireless Solution Provider
- Security and Compliance Specialists
- On-site support for local businesses
- 24x7 Emergency Support Available
- 16 Employees, including eight network systems engineers
- ***100% Satisfaction Guaranteed – Always!***



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