



PREMIER **it**

Premier IT

At Premier IT LLC, we have become a trusted partners for our clients where we create strategic and accessible IT solutions for companies in Maple Grove, Minneapolis, St. Paul, and surrounding cities. We provide technology solutions and consulting to help organizations be more productive, more secure, and ready for the future. Our team delivers proactive maintenance, cybersecurity, and scalable solutions tailored to your unique needs.

Premier IT is focused on solving technology problems. For some clients, we are their entire fractional IT department. For others, we partner with the existing technology team to extend reach, capability, and capacity.

We provide the best of both worlds — Premier IT has all the tools and experience of a large IT organization and the personalized support of a small company. We are known for our competency, personalized support, and outstanding customer service.

At Premier IT, we offer a comprehensive range of tailored IT solutions designed to meet the evolving needs of your business. From proactive system maintenance to robust cybersecurity measures, strategic IT consulting, cloud solutions implementation and technical support. We deliver proven services that optimize your operations and drive growth. Explore our solutions below to discover how we can elevate your business.

Our IT Solutions





CYBERSECURITY

Cybersecurity

Get around-the-clock protection and monitoring against malware, viruses, hackers, phishing, ransomware, and whatever tactic bad guys invent next.

At Premier IT, we understand the critical importance of safeguarding your data, systems, and networks against ever-evolving threats. Our robust cybersecurity measures are designed to protect your business from unauthorized access, data breaches, malware attacks, and other security risks.

We employ industry-leading security technologies and best practices to ensure the highest level of protection for your organization. From firewalls and intrusion detection systems to encryption and multi-factor authentication, we implement multi-layered defenses to fortify your IT infrastructure.

Our team of cybersecurity experts is dedicated to staying ahead of emerging threats and continuously monitoring your systems for any suspicious activity. With proactive threat detection and rapid response capabilities, we help prevent security incidents before they occur and mitigate any potential damages swiftly.

Advantages of Premier IT Security Services

Premier IT aims to protect your company and confidential information with our state-of-the-art information technology services. With our expert team on your side, our constant surveillance and remediation services help:

- Add protection from malware, viruses, hackers, eavesdropping, phishing, and more
- Provide licensed antivirus, anti-malware, firewall, and safe web browsing functionality
- Implement threat prevention solutions that protect your information 24/7
- Supply constant surveillance for your business
- Counteract Zero-day as they emerge with ongoing "Hot Fix" updates
- Report on active threat detection on workstations
- Penetration Testing
- Business-grade Firewall
- Anti-malware/Anti-virus
- Incident Detection and Response
- Security Awareness Testing and Training
- Email Filtering

Managed IT Services

At Premier IT, we take a proactive approach to managing your infrastructure, recommending improvement in business processes, and sharing best practices designed to help your organization accomplish its strategic business objectives through technology. We help establish goals that are focused on your IT solutions delivering greater business value, thereby helping you achieve higher profitability, productivity and a competitive advantage.

We first understand your business, how you use technology today, and how that may change in the future. Together, we determine the most optimal approach to support your business. We then manage your IT network with the upmost care, educate your team to improve their technology utilization, and then customize a solution that may include the following based on your needs:

Our diverse IT background allows us to provide companies with customized solutions that work, including:





HOSTED PRIVATE CLOUD

Hosted Private Cloud

Let us handle your hosted infrastructure needs. With our local and cloud hosting solutions, we manage your entire computing infrastructure, from applications and data to services, so you can focus on your core business objectives. Our solutions are specifically designed to meet the unique needs of small businesses.

Let's cut to the chase: server hardware and infrastructure systems are expensive and confusing.

It's time to say goodbye to overpaying for unnecessary hardware or settling for subpar performance. With our customized infrastructure solutions, you get the perfect balance between cost efficiency and optimal performance.

Premier IT offers hosted infrastructure services that are uniquely designed for small businesses.



Competitive pricing designed for small businesses. Don't overspend on extra hardware you don't need but also don't sacrifice performance to fit a budget.



Unmatched flexibility to adapt to changing business needs and grow with your business. Scale back or throttle forward at any time.



The **power, speed and data storage** you need to maximize productivity.

Our hosted infrastructure solutions will empower your team to work seamlessly and accomplish more without limitations.

Managed Backup & Recovery

At Premier IT, our expert team ensures your data is safe, secure, and has extensive protection. With secure backups done daily and a knowledgeable team at your disposal when you accidentally clear information, you never have to lose a file again.

Premier IT Backup and Recovery Benefits

Premier IT provides proven local and cloud-based backup technology. Using our technicians as your backup and recovery team has numerous benefits for your business. Here are some of the biggest advantages you can look forward to by choosing us:

- Get confirmed backups daily
- Secure important, confidential information
- Recover deleted files faster
- Explore tailored IT backup solutions
- Monitor data constantly
- Daily status reports are reviewed daily
- Run real-time, nightly, or weekly backups
- View daily status reports
- Discover low-cost options starting with 250 GB
- Choose cost-effective online storage options for any amount of data
- Try affordable data pool sharing with your organization



Secure Managed Cloud Backup

Our expert information technology experts at Premier IT want you to be confident in your backup strategy. We bring a customized menu of the best options for cloud-based backup, tailored to your company's unique needs. Your backups are monitored daily by professional technicians, to ensure they are completed successfully.

Enterprise Phone Systems

No matter the size of your organization, the right phone systems can help to improve collaboration, boost productivity, increase mobility and enhance the customer experience. Our solutions take communications to the next level by expanding on standard telephony features, while reducing the costs and restrictions of analog solutions. With our modern, intuitive VoIP softphone and smartphone apps, users have access to communication tools such as status, instant messaging, web conferencing, the ability to chat and talk with website visitors, fax & voicemail to email and more.

Cloud Hosted

Premier IT offers flexible solutions to take your business phone system to the next level.

- Easily scale your phone system
- Built-in backup and restore
- Fully managed solutions

Hardware Solutions

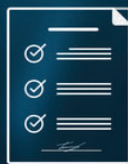
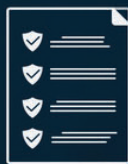
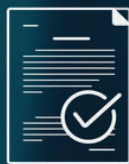
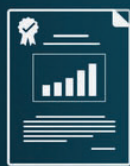
We make it easy to keep your phone hardware up to date with products from Yealink, HP-Poly, Jabra and more.

- Lease or buy
- Pre-configured deployment
- Cutting edge and cost effective options

Upgrade Your Phone System

Choosing a phone system for your business requires careful consideration. You want it to serve your business well, now and into the future. Telephony has evolved to encompass Unified Communications requiring a phone system to include advanced features such as call handling, conference calling, voicemail and more. Your phone system must be able to scale with your growth, without breaking the bank in the process. Our standard features include:

- Availability status
- Faxes & voicemail to inbox
- Instant messaging / text chat
- Click to call from any browser
- Android and iOS VoIP Apps
- Use extension from anywhere
- Advanced call reporting
- Call queues, IVR
- CRM integration
- Website customer service chat



Compliance

Small businesses face growing pressure to meet data security and privacy regulations—often without in-house expertise. As your dedicated Managed IT Services Provider (MSP), we deliver tailored compliance services that simplify complexity, reduce risk, and ensure you're always ready for audits. From HIPAA and PCI-DSS to state regulations and the FTC Safeguards Rule, we help you build a rock-solid compliance foundation.



Our Compliance Services Include:

WISP Development (Written Information Security Program)

We help you build and maintain a WISP that outlines how your organization protects personal and sensitive data—often a requirement under federal and state laws. Your WISP serves as your business's playbook for information security and compliance readiness.

Regulatory Assessment & Gap Analysis

We evaluate your current environment against applicable regulations and industry best practices to identify gaps and compliance risks.

Policy Creation & Documentation

We draft and maintain critical IT policies—acceptable use, incident response, data retention, and more—tailored to your business and regulatory needs.

Risk Management & Mitigation Plans

Our experts identify security risks, prioritize them, and guide you through remediation strategies that align with compliance frameworks.

Technical Safeguards & Security Controls

We implement controls such as encryption, MFA, access restrictions, and secure backup strategies that help you meet regulatory standards.

Staff Training & Awareness

We provide security awareness training, including phishing simulations, to ensure your team knows how to recognize and respond to threats.

Ongoing Monitoring & Compliance Reporting

We continuously monitor your systems and generate compliance-ready reports for audits, internal reviews, or regulatory submissions.



Experienced in multi-industry compliance



Proven WISP and policy templates



Local experts, enterprise-grade service



National Services

The world is truly becoming a smaller place. Multi-site and multi-state organizations are becoming a more common reality. If you find yourself in this situation, know that Premier IT's National Services Network (NSN) will support you and deliver our full range of services to almost anywhere in the United States. Support every office like it's your "main" office, by giving your staff the tools and support resources necessary to maximize their contribution to your bottom line.

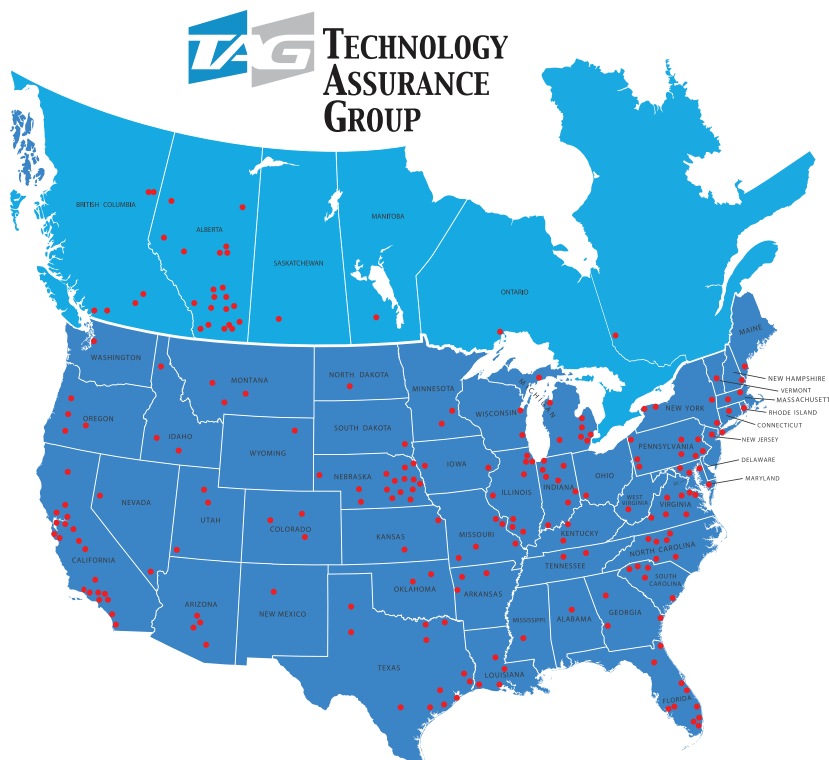
Where Ever You Need Us

Through our membership with Technology Assurance Group (TAG), an association of managed technology services providers (MTSPs) serving more than 130 marketplaces across the United States and Canada, Premier IT truly has the ability to deliver a national support solution.

As a premier member of TAG, Premier IT is now positioned as the leader in managed technology services, providing advanced solutions to the marketplace. To become a TAG Member, we met rigorous annual qualifications through required company and employee training programs. This unique relationship enables us to adopt cutting edge best business practices, deliver innovative programs, and partner with elite technology manufacturers and application service providers. As a result of this exclusive membership, Premier IT is the most competitive company in the industry. We have a greater capacity to increase our clients' profitability, enhance employee productivity, and provide sustainable competitive advantages.

Whenever You Need Us

Premier IT will be there when you need us. Whether it's an implementation we're planning together weeks or months in advance, or an emergency service ticket in the most remote part of the United States, you can count on us to honor our commitments. We even give you the ability to monitor the status of each project or service request via our web based Client Portal, where you can enter, track, and review the status of service tickets at any point in time.





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