



PSSI Summary

Economical, high quality service and products (authorized Dell Solutions Provider).
Annual contracts for low-cost, predictable monthly cost and on-going proactive service.

SERVICES

- Fully managed Security and Anti-Malware protection
- Cloud Computing & Virtualization for economical, fast implementation of business technology, including As-A-Service options, e.g. SAAS Software, HAAS Hardware, PAAS Platform, etc.
- Managed Services – remote monitoring, management, and on/off-site repair
- Offsite Backup & Business Continuity Services
- Disaster Recovery planning, implementation, and testing
- Networked PCs and Macs (wired or secure wireless, including VPNs and multi-tenant HIPAA)
- Internet Services (high-speed broadband access and web hosting)
- Connecting two or more office and/or home locations using secure internet
- Industry expertise in small and medium size businesses (HIPAA compliance)
- Computer software expertise
 - Clients – Windows 2000/XP/Vista/7
 - Servers – Windows 2000+, Exchange 2003+, Linux, and IBM AS/400
 - Network – Cisco IOS and Adtran's Netvanta products
- Project and Technical Management
- Network design and installation (including Cisco routers and switches)
- High Performance, High Availability Networks (including manufacturing networks)
- Problem Determination and Resolution
- Performance Tuning and Optimization
- Help Desk Support and Troubleshooting – on-site and remote
- Education and Integration of Hardware and Software
- Organizing and Planning for the Effective Use of Information Systems Resources
- Determining Computer Personnel Requirements and Skills
- Business Automation Requirements Planning and Design

PRODUCTS

With the vast array of vendors available, most organizations can use help finding economical/effective products and service. Name-brand products are available from Dell (authorized Solutions Provider), Hewlett Packard, IBM, Cisco and Microsoft. Get the help you need to find the best computer and network solutions for your business or home office.

PRINCIPALS

John Whatley and Terry Gilbreath are the managing principals for Personal Systems Services, Inc. They also provide the primary PSSI project and service offerings. Their years of exemplary service and experience are rarely found in the computer industry today. PSSI's latest efforts to best serve their clients include preventing and minimizing network equipment problems before they occur using Managed Services. John spent 25 years with IBM in marketing, technical support, and management before starting PSSI in 1992. Terry spent 30 years with AT&T and Bell Labs in projects, technical support, and management before starting computer consulting in 1993.

John W. Whatley

John has cutting-edge experience in Cloud Computing for economical, fast implementation of business technology and as a Managed Service Provider with emphasis on preventing problems rather than reactively fixing them. His latest skills include Windows 7, Vista, XP, Server 2000/2003/2008, wireless networks, high bandwidth networks with built-in disaster recovery, basic IBM AS/400, and HIPAA compliant multi-tenant networks. His Internet access expertise includes Cable, Satellite, and DSL.

John brings extensive experience to his clients after working more than 20 years with personal computers. He has in-depth expertise with most PC hardware and system software, with emphasis on networks. His experience includes installing and troubleshooting PCs, both hardware and software. He has been recognized as a national expert on LANs including all of its component parts. He has been in demand to develop and teach computer networking courses starting before education or certification programs were generally available.

During John's 25 years with IBM, he started the National Support Center for K-12 school districts. The support and training systems he developed and the foundation he laid evolved into the IBM support system for over one million networked PCs worldwide. John excels at managing technical people. He has been Project Manager and team leader on a variety of technical jobs, starting with the first installation in the nation of over 600 networked PCs in 30 different geographic locations.

G. Terry Gilbreath

Terry has diversified Project Management experience with end-users and vendors. His exceptionally strong technical skills include problem resolution and management; systems design and implementation; database design development and implementation. He has years of network design, implementation and management experience with networks of all sizes and for a variety of clientele and industries including Government and Airlines. He's worked extensively with wired and wireless LANs, WANs, VPNs, Intranet, and Internet implementation using business-class high speed broadband, Satellite, and DSL.

Terry's 30 years of service with AT&T and Bell Labs brings to bear valuable experience and includes implementation and production management of TCP/IP networks running in both Microsoft and UNIX operating environments. He is an experienced negotiator with local exchange carriers where understanding the provisioning process proves to be invaluable in Wide Area Network (WAN) implementations.

Terry is an expert in Business Continuity and Disaster Recovery Planning and has lead disaster recovery efforts. He managed the design and construction of several data centers for AT&T including their Customer Engineering Center for the Southern Region where he managed its daily operation. His broad technical experience includes Client Server and Peer-to-Peer networking, Cisco routers/firewalls/switches, WAN VPNs, Server 2000/2003/2008, Windows 7/XP/Vista, Exchange 2003/2007/2010, various UNIX environments (HP-UX and Red Hat Linux) and legacy operating systems.