

PC **Aid**.help

PROACTIVE IT SUPPORT · B2B

PC AID PULSE

**Sooner or later,
your machines ask for help.**

Is anyone listening?



Proactive monitoring + instant remote support — powered by private AI, 24/7.

Problems get caught — and fixed — before they stop your business.

WE KEEP IT RUNNING IN ANTARCTICA

We can make it work for you too.

25 years of experience · Clients with 20+ years of continuity · International operation

What we monitor, in real time

A lightweight program on each machine reports its health to our monitoring system. AI analyses it — and we see, decide and act.



- A AUTOMATIC TRIAGE**
5 machines, 1 critical. The system tells you which one to look at first.
- B AUTOMATIC ALERT**
The machine flags itself. You do not have to call us.
- C MEMORY AT THE LIMIT**
RAM at 95%: 0.37 GB free out of 7.78. That machine is crawling.
- D SILENT PROBLEMS**
31 days without a restart. The user just feels it is "running slow".
- E INSTANT REMOTE SUPPORT**
We connect right away — always with your permission.
- F NO SENSOR, WE STILL SEE**
No temperature reading? The fan gives it away: 2184 RPM.

YOUR DATA, OUT OF THE EQUATION

Pulse collects technical health metrics only: temperatures, disks, memory, protection status. **Never your files, emails or documents.**

All AI analysis runs on our own private server: no cloud providers, no sub-processors. GDPR-friendly by design.

What you get

Complex technology inside. Simple peace of mind outside.

Problems solved before you notice

We reach out to you. And in most cases, by the time we do, the problem is already fixed through instant remote support.

Monthly report in plain language

Every month, a summary of all your machines: what we watched, what we prevented and what we recommend. No technical jargon.

Real advice, beyond monitoring

RAM, a replacement disk, new machines? We tell you exactly what to buy, compatible with your setup — and we can even find the best prices in your city.

One person in charge, always the same

No call centres, no tickets nobody reads. You deal directly with the person who looks after your infrastructure, personally.

TRUSTED BY

Terra Travel

Travel · 23 years with us

Antarply Expeditions

Antarctic expeditions

COPROA

Insurance · since 2001

Transpetrol

Oil & Gas · since 2013

IBZ Group

Insurance broker · since 2019

Nativo

Insurance broker · since 2021

WHO IS BEHIND IT

Pablo M. Rondina — 25 years of uninterrupted IT support, never stopping. Insurance brokers, accounting firms, travel agencies — and the vessel *Ushuaia*, on Antarctic expeditions, connected via Starlink. And **Pulse, our own monitoring software, built from scratch.**

One month free. Then you decide.

We install Pulse on your machines, let it work and send you the real reports. After a brief chat, we set up a short call to understand your operation and get everything installed.

After 30 days we review the results together and you decide whether to continue. Monthly price per device, no lock-in.

pablo@pcaid.help · live demo: pulse.pcaid.help