TOP 8 REASONS WHY YOU'LL WANT TO WORK WITH US
FOR YOUR IT SUPPORT AND SECURITY:

1 **We Answer Our Phones LIVE & Respond FAST.** If you call our office, your call will be answered by a human being, ALWAYS. We guarantee our response times to your requests so that we can ensure that if a critical issue or emergency arises, we get someone one on it right away. We know downtime costs you money, you have a business to run and you have made a sincere commitment to making sure your computer problems get fixed FAST. And since most repairs can be done remotely using our secure management tools, you don't have to wait around for a technician to show up.

2 **We SPECIALIZE in Working with Fast-Growth Companies.** Our clients typically have 10–1000 employees and we leverage modern cloud technology that increases efficiency, is highly scalable, reduces cyber risk and helps maintain compliance. We understand that when your company is growing, work can be hectic and stressful, which is WHY it's critical to remove obstacles, frustrations and technical problems to keep you productive.

3 **We Have the Unique Ability to Address Your Business & IT Goals** – From Vision Through Long-Term Support. We assist from vision to design and planning, to product specification through pricing and acquisition, to installation, implementation, documentation and project management, to post-project support of you and/or your users. This allows you to have one consistent team to work with that understands your environment, your people, how you work and your history, which means you don't have to waste time educating us.

4 **We Support Both On-Premise and Cloud Solutions.** Most of our clients and businesses in general are leveraging the cloud in some ways. We help our clients leverage modern cloud solutions to their advantage that allows them to increase efficiency, enable a remote or hybrid workforce and maintain security. However, the cloud is not a fit for all businesses and we GLADLY support on-premise servers. Our philosophy is – and always has been – to offer what's BEST for the client, not us. That's how we keep so many clients long term. Our job is to lay out your options, educate you on the pros and cons of each and guide you to the best, most cost-effective solution for you.

5 **We Don't Hold Our Clients Hostage.** Many IT companies do NOT provide their clients with simple easy-to-understand documentation that outlines key network resources, passwords, licenses, etc. By keeping that to themselves, IT companies hold their clients "hostage" to scare them away from hiring someone else. This is both unethical and unprofessional. As a client of ours, we'll provide you with full, written documentation of your network and all the resources, software licenses, passwords, hardware, etc., in simple terms so YOU can understand it. We keep our clients by delivering exceptional service – not by keeping them in the dark.

6 **We Train Our Clients.** Most IT companies will simply setup systems and expect their clients to just know what to do. We take a different approach and provide training to our clients for all products and services that we deliver. From basic computer use, how to use modern cloud technology such as Microsoft Office365, to cyber security, we provide training that helps ensure our clients and their entire team have the knowledge to use technology and maximize ROI on their investments.

7 **Full Service IT Team Of Experts.** Unlike other IT firms, who have one or two guys trying to juggle multiple projects and wear various hats, we have a team of engineers on staff with diverse, specialized areas of expertise who work together to deliver the most effective and correct solutions to you. This includes IT support engineers, security specialists and compliance specialists. As a client, you are assigned to one of our Dedicated Client Success Managers. That means you'll always be able to get someone on the phone who know YOU and understands YOUR environment and YOUR systems to provide helpful answers and quick resolutions of problems instead of having to talk to a complete stranger hundreds of miles away who knows nothing of you or your systems and wastes your time asking a lot of really dumb and annoying questions to try and "help" you.

8 **Worry Free Satisfaction Guarantee.** Quite simply if you are not happy with our work, we'll do whatever it takes to make it right to YOUR standards. Our guarantee applies to both the services we provide and any equipment purchased from us.