



## IT Support and Services Small Business Guide

### What You Should Expect To Pay For IT Support

How to Get Exactly What You Need Without Unnecessary  
Extras, Hidden Fees, and Bloated Contracts

## About The Author



Brad is the Vice President at Converging Networks Group, Inc., (CNG), an IT Infrastructure reseller and Managed Service Provider focused on Cybersecurity and Information Technology Services with over 20 years of industry experience. He leads the implementation and support organization consisting of over 10 service team members with a host of industry leading products and services that support over 700 businesses in the Chicagoland area. He has earned numerous vendor product certifications in CNG's portfolio for sales, design, and implementation and maintains a Project Management Professional (PMP)® certification. His community and professional accomplishments include being recognized as one of the Kankakee County top 40 Leaders under the age of 40 in 2013 and leading CNG to become the Kankakee County Chamber of Commerce Technology and Innovation Business of the year in 2021.

Before joining CNG as a partner in the family business, Brad had spent nearly a decade piloting aircraft for various airlines earning advancement and flight experience before joining the newly chartered family business with his father and sister in 2003.

Through 20 Years in business, while playing a pivotal role in helping companies through digital transformation as they increased efficiency and reach with information technology, he takes notice that Aviation and IT have a LOT in common. "Besides the myriad of acronyms, both share the common risks of equipment failure, human factors, mistakes, and omissions". Through his leadership he has taught CNG to evaluate risk and individual tolerances to them, plan for the what ifs, and the importance of processes and habit to enable clients to fly their way out if sticky situations should a failure or breach occur.

Brad leads the CNG team with an aviation minded approach focusing on education, certifications, checklists, and documentation and is a firm believer in rewarding for exceptionalism and striking a healthy balance between professional and personal achievement. His personal and professional values propagate through the CNG team as they strive to do what is right to provide the most cost-effective solutions and remain on the cutting edge of the technology with a best-in-class stack of IT tools used for efficiency, automation, and security.



Kankakee's Top 40  
Leaders Under 40



Technology and  
Innovation Business  
of the Year



PMI PMP Certified



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# Never Ask an IT Services Company, "What Do You Charge for Your Services?" Instead, You Should Ask, "What Will I **Get** for my **Money**?"



From The Desk Of: Brad Kuntz

Vice President, Converging Networks Group, Inc.

Dear Colleague,

If you are currently looking to outsource some or all of the IT support this report contains important information that will be extremely valuable to you as you search for a competent firm you can trust.

My name is Brad Kuntz, Vice President of Converging Networks Group, Inc. At CNG, we've been providing Business Communications Solutions and IT services to businesses in the Chicagoland area for over 20 years now. You may not have heard of us before, but I'm sure you're familiar with one or more of our clients.

One of the most common questions we get from new prospective clients calling our office is "What do you guys charge for your services?" Since this is such a common question - and a very important one to address - I decided to write this report for three reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.
2. I wanted to bring to light a few "industry secrets" about IT services contracts and SLAs (service level agreements) that almost no Business Owner or Office Manager thinks about, understands or knows to ask about when evaluating IT services providers that can end up burning you with hidden fees and locking you into a long-term contract when they are unwilling or unable to deliver the quality of service you need.
3. I wanted to educate Business Owners and Office Managers on how to pick the **right** IT services company for their specific situation, budget and needs based on the **VALUE** the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the most informed decision possible, so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Dedicated to serving you,

*Brad E Kuntz*

Brad Kuntz



Read this guide and you'll discover:

- ◆ The three most common ways IT services companies charge for their services, and the pros and cons of each approach.
- ◆ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.
- ◆ Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- ◆ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later that you didn't anticipate.
- ◆ 21 revealing questions to ask your IT support firm BEFORE giving them access to your computer network, e-mail, and data.



## Comparing Apples to Apples The Predominant IT Service Models Explained

Before you can accurately compare the fees, services, and deliverables of one IT services company with another, you need to understand the three predominant service models that most of these companies fit within. Some companies offer a blend of all three, while others are strict about offering only one service plan. The three predominant service models are:

- ◆ **Time and Materials.** In the industry, we call this “break-fix” services. Essentially you pay an agreed-upon hourly rate for a technician to “fix” your problem when something “breaks.” Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work may be simply to resolve a specific problem, like fixing a problem with your e-mail, or it may encompass a large project, like a network upgrade or move that has a specific result and end date clarified. Some companies will offer staff augmentation and placement under this model as well.
- ◆ **Managed IT Services.** This is a model where the IT services company takes the role of your fully outsourced “IT department” and not only installs and supports all the devices and PCs that connect to your server(s), but also offers phone and on-site support, antivirus, cyber security, backup, and a host of other services to monitor and maintain the health, speed, performance, and security of your computer network.
- ◆ **Software Vendor-Supplied IT Services.** Many software companies will offer IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it’s hosted on, they can’t help you and will often refer you to “your IT department.” While it’s often a good idea to buy some basic-level support package with a critical software application you use to run your business, this is not enough to provide the full IT services and support most businesses need to stay up and running.

When looking to outsource your IT support, the two service models you are most likely to end up having to choose between are the “managed IT services” and “break-fix” models. Therefore, let’s dive into the pros and cons of these two options, and then the typical fee structure for both.

## Managed IT Services vs. Break-Fix Which Is the Better, More Cost-Effective Option?

You've probably heard the famous Benjamin Franklin quote, "An ounce of prevention is worth a pound of cure." I couldn't agree more - and that's why it's my sincere belief that some form of managed IT is essential for every business.

In our company, we offer different plans to fit the needs of our clients. In some cases, where the business is small, we might offer a very basic managed services plan to ensure the most essential maintenance is done, then bill the client hourly for any support used. For our smallest clients, they often find this the most economical. But for some of our midsize organizations, we offer a fully managed approach where more comprehensive IT services are covered in a managed plan. By doing this, we can properly staff for their accounts and ensure they get the fast, responsive support and expertise they need.

The only time I would recommend a "time and materials" approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn't have the time nor expertise to implement (such as migrating to a cloud-based solution, implementing a cyber security plan, etc.). Outside of that specific scenario, I do not think the break-fix approach is a good idea for general IT support for one very important, fundamental reason: you'll ultimately end up paying for a pound of "cure" for problems that could have easily been avoided with an "ounce" of prevention.

## Why Regular Monitoring and Maintenance Is Critical For Today's Computer Networks

The fact of the matter is computer networks absolutely, positively need ongoing maintenance and monitoring to stay secure. The ever-increasing dependency we have on IT systems and the data they hold – not to mention the **type** of data we're now saving digitally – has given rise to very smart and sophisticated cybercrime organizations that work around the clock to do one thing: hack into your network to steal data or money or to hold you ransom.

As you may know, ransomware is at an all-time high because hackers make millions of tax-free dollars robbing one small business owner at a time. But that's not their only incentive.

Some will attempt to hack your network to gain access to bank accounts, credit cards or passwords to rob you (and your clients). Some use your computer network to send spam using YOUR domain and servers, host pirated software and, of course, spread viruses. Some even do it just for the "fun" of it.

And don't think for a minute these cybercriminals are solo crooks working alone in a hoodie out of their grandma's basement. They are highly organized and well-run operations employing **teams** of hackers who work together to scam as many people as they can. They use advanced software that scans millions of networks for vulnerabilities and use readily available data on the dark web of YOUR usernames, passwords, e-mail addresses and other data to gain access.

Of course, this isn't the only IT danger you face. Other common "disasters" include rogue employees, lost devices, hardware failures (still a BIG reason for data loss), fire and natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds. Then there's regulatory compliance for any business hosting or touching credit card or financial information, medical records and even client contact information such as e-mail addresses.

Preventing these problems and keeping your systems up and running (which is what managed IT services is all about) is a LOT less expensive and damaging to your organization than waiting until one of these things happens and then paying for emergency IT services to restore your systems to working order (break-fix).

## Should You Just Hire a Full-Time IT Manager?

In most cases, it is not cost-effective for companies with under 100 employees to hire a full-time IT person for a couple of reasons.

First of all, no single IT person can know everything there is to know about IT support and cyber security. If your company is big enough and growing fast enough to support a full-time IT lead, you probably need more than one. You need someone with help-desk expertise as well as a network engineer, a network administrator, a CIO (chief information officer) and a CISO (chief information security officer).

Therefore, even if you hire a full-time IT person, you may still need to supplement their position with co-managed IT support using an IT firm that can fill in the gaps and provide services and expertise they don't have. This is not a bad plan; what IS a bad plan is hiring one person and expecting them to know it all and do it all.

Second, finding and hiring good people is difficult; finding and hiring skilled IT people is even more difficult due to the skill shortage for IT. And if you're not technical, it's going to be very difficult for you to interview candidates and sift and sort through all the duds out there to find someone with good skills and experience. You might not know the right questions to ask during the interview process or the skills they need to do the job.

More often than not, the hard and soft costs of building an internal IT department for general IT support just don't provide the best return on investment for the average small to midsize business. An internal IT department typically doesn't make sense until you have closer to 100 employees OR you have unique circumstances and need specialized skills, a developer, etc., but not for day-to-day IT support and maintenance.

## Why “Break-Fix” Works Entirely in the Consultant’s Favor, Not Yours

Under a “break-fix” model, there is a fundamental conflict of interests between you and your IT firm. The IT services company has no incentive to prevent problems, stabilize your network or resolve problems quickly because they are getting paid by the hour when things stop working; therefore, the risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are all shifted to YOU, the customer. Essentially, the more problems you have, the more they profit, which is precisely what you DON’T want.

Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician to work on your problem – one who may take two to three times as long to resolve an issue that a more senior (and more expensive) technician might resolve in a fraction of the time. There is no incentive to properly manage the time of that technician or their efficiency, and there is every reason for them to prolong the project and find MORE problems than solutions. Of course, if they’re ethical and want to keep you as a client, they *should* be doing everything possible to resolve your problems quickly and efficiently; however, that’s akin to putting a German Shepherd in charge of watching over the ham sandwiches. Not a good idea.

Second, it creates a management problem for you, the customer, who now has to keep track of the hours they’ve worked to make sure you aren’t getting overbilled, and since you often have no way of really knowing if they’ve worked the hours they say they have, it creates a situation where you really, truly need to be able to trust they are being 100% ethical and honest AND tracking THEIR hours properly (not all do).

And finally, it makes budgeting for IT projects and expenses a nightmare since they may be zero one month and thousands the next.



## What Should You Expect to Pay?

**Important!** Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. I am providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget, and situation.

**Hourly Break-Fix Fees:** Most IT services companies selling break-fix services charge between \$80 and \$200 per hour with a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

If they are quoting a project, the fees range widely based on the scope of work outlined. If you are hiring an IT consulting firm for a project, I suggest you demand the following:

- ◆ A very detailed scope of work that specifies what "success" is. Make sure you detail what your expectations are in performance, workflow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way toward avoiding miscommunications and additional fees later, ensuring that you get what you REALLY want.
- ◆ A fixed budget and time frame for completion. Agreeing to this up front aligns both your agenda and the consultant's. Be very wary of loose estimates that allow the consulting firm to bill you for "unforeseen" circumstances. The bottom line is this: it is your IT consulting firm's responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.
- ◆ **Managed IT Services:** Most managed IT services firms will quote you a MONTHLY fee based on the number of devices they need to maintain, back up and support. That fee is somewhere in the range of \$100 to \$1,000 per server, \$45 to \$175 per desktop.

If you hire an IT consultant and sign up for a managed IT services contract, here are some things that SHOULD be included (make sure you read your contract to validate this):

- ◆ Security patches applied weekly, if not daily, for urgent and emerging threats
- ◆ Antivirus updates and monitoring
- ◆ Firewall updates and monitoring
- ◆ Backup monitoring and test restores
- ◆ Spam-filter installation and updates
- ◆ Monitoring workstations and servers for signs of failure
- ◆ Optimizing systems for maximum speed
- ◆ Documentation of your network, software licenses, credentials, etc.

The following services may NOT be included and will often be billed separately. This is not necessarily a "scam" or unethical UNLESS the managed IT services company tries to hide these fees when selling you a service agreement. Make sure you review your contract carefully to know what is and is NOT included!

- ◆ Hardware, such as new servers, PCs, laptops, etc.
- ◆ Software licenses
- ◆ Special projects
- ◆ Advanced Cybersecurity Management

**Warning!** Beware of the gray areas of "all-inclusive" service contracts. In order to truly compare the "cost" of one managed IT services contract with another, you need to make sure you fully understand what IS and ISN'T included AND the "SLA" or "service level agreement" you are signing up for. It's VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The following are 21 questions to ask your IT services provider that will clarify exactly what you're getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you, then make sure you get this IN WRITING.

# 21 Questions You Should Ask Your IT Services Company or Consultant Before Hiring Them for IT Support

## Customer Service

Q1: When I have an IT problem, how do I get support?

Our Answer: We make it easy. Calling, e-mailing, or submitting a ticket via our portal puts your IT issue on the fast track to getting resolved.

Q2: Do you offer after-hours support, and if so, what is the guaranteed response time?

Our Answer: Our ServiceDesk is staffed from 8:00 a.m. to 5:00 p.m. every weekday and your calls are answered by a LIVE person 24x7x365. Not only can you reach our after-hours support any time and any day, but we also GUARANTEE a response time of two hours or less for normal problems, and within 60 minutes for problems marked "emergency," such as a network being down or a critical problem that is significantly impacting your ability to work.

Q3: Do you have a written, guaranteed response time for working on resolving your problems?

Our Answer: Our written, guaranteed response time is one hour or less. A good IT firm should also be able to show you statistics from their PSA (professional services automation) software, where all client problems (tickets) get responded to and tracked. Ask to see a report on average ticket response and resolution times.

Q4: Will I be given a dedicated account manager?

Our Answer: From initial call to final resolution, you will work with our SAME dedicated account manager who will know you, your business, and your goals.

Q5: Do you have a feedback system in place for your clients to provide "thumbs up" or "thumbs down" ratings on your service? If so, can I see those reports?

Our Answer: Every closed support ticket is followed up with a customer satisfaction feedback opportunity. We are very proud of our positive client feedback scores and will be happy to show them to you.

## IT Maintenance (Managed Services)

Q6: Do you offer true managed IT services and support?

Our Answer: Our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q7: What is NOT included in your managed services agreement?

Our Answer: Our managed services agreement is completely transparent and covers monitoring, updates, vendor management, and unlimited help desk and break/fix support.

Q8: Is your help desk local or outsourced?

Our Answer: We provide a dedicated technician to your account who will get to know you and your company, as well as your preferences and history. When you work with our local help desk technician, they'll be more capable of successfully resolving your IT issues and handling things the way you want.

Q9: How many engineers do you have on staff?

Our Answer: We have more than enough full-time techs on staff to cover in case one is unable to work.

Be careful about hiring small, one-person IT firms that only have one or two techs or that outsource this critical role. Everyone gets sick, has emergencies, goes on vacation, or takes a few days off from time to time.

ALSO: Ask how they will document fixes, changes, and credentials for your organization so if one tech is out or unavailable, another can step in and know your network settings, history, previous issues, etc., and how those issues were resolved. This is important to make sure of, or you'll be constantly frustrated with techs who are starting over to resolve a known issue or may screw up something because they don't understand or have a blueprint of your computer network.

Q10: Do you offer documentation of our network as part of the plan, and how does that work?

Our Answer: All our clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

Q11: Do you meet with your clients quarterly as part of your managed services agreement?

Our Answer: We make it a priority to meet with all our clients at least quarterly (sometimes more often) to provide a "technology review."

In these meetings, we provide you with the status updates of projects you're working on and of the health and security of your network. We also make recommendations for new equipment and upgrades you'll be needing soon or sometime in the near future. Our quarterly meetings with you are C-level discussions (not geek-fests) where we openly discuss your business goals, including your IT budget, critical projects, compliance issues, known problems and cyber security best practices.

Our goal in these meetings is to help you improve operations, lower costs, increase efficiencies and ensure your organizational productivity stays high. This is also your opportunity to give us feedback on how we're doing and discuss upcoming projects.

Q12: If I need or want to cancel my service with you, how does this happen and how do you offboard us?

Our Answer: We would never "force" a client to stay with us if they are unhappy for any reason. Therefore, we make it easy to cancel your contract with us, with zero contention or fines. Our "easy out" agreements make us work that much harder to exceed your expectations every day so we keep your business.

## Cyber Security

Q13: What cyber security certifications do you and your in-house team have?

Our Answer: You can feel confident that our in-house technicians have among the most advanced cyber security training and certifications available, including CompTIA, ISC2, Fortinet, and Cloud Infrastructure Competency Certifications.

Some IT Service Providers won't invest in training and give this excuse: "What if I spend all this money in training my employees and then they leave us for another job?" Our response is, "What if you DON'T train them and they stay?"

Q14: How do you lock down our employees' PCs and devices to ensure they're not compromising our network?

Our Answer: This question may get a bit technical:

- 2FA (two-factor authentication)
- Advanced end-point protection, NOT just antivirus
- Device Encryption

Because a combination of these lockdown strategies is essential to protecting your network and data, we employ ALL of these for our clients. Effective cyber security should never compromise between choosing this OR that. It should feature every weapon in your arsenal.



Q15: What cyber liability and errors and omissions insurance do you carry to protect me?

Our Answer: We make it a priority to carry all the necessary insurance to protect you, including Technology Professional Liability Errors and Omissions. Simply ask, and we will be happy to show you a copy of our policy.

Q16: Who audits YOUR company's cyber security protocols and when was the last time they conducted an audit?

Our Answer: You can be confident in the effectiveness of our cyber security because we are audited by Galactic Advisors quarterly. Google them, they are some of the smartest kids on the block and we utilize their assessments on our managed clients.

Q17: Do you have a SOC and do you run it in-house or outsource it? If outsourced, what company do you use?

Our Answer: We employ an outsourced SOC (pronounced "sock") to provide proactive security monitoring for our clients to better prevent a network violation or data breach. These professionals use the most advanced Artificial Intelligence and are standing by to remediate cyber threats.

## Backups And Disaster Recovery

Q18: Can you provide a timeline of how long it will take to get my network back up and running in the event of a disaster?

Our Answer: We understand how important your data is and how getting your team up and running quickly is essential to your business success. Therefore, in the event of any disaster, we can confidently get your network back up and running in 2 Hours or less.

Q19: Do you INSIST on doing periodic test restores of my backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: Verifying your backups daily and testing them on a regular basis is a cornerstone of a successful overall IT strategy. These are the lengths we go to for all our clients, including multiple random "fire drill" test restores to ensure ALL your files are safe because they are always backed up.

TIP: Ask your IT provider about the "3-2-2" rule of backups, which has evolved from the "3-2-1" rule. The 3-2-1 rule is that you should have three copies of your data: your working copy, plus two additional copies on different media (tape and cloud), with at least one being off-site for recovery. That rule was developed when tape backups were necessary because cloud backups hadn't evolved to where they are today. Today, there are more sophisticated cloud backups and BDR (backup and disaster recovery) devices. Therefore, we recommend three copies of your data...

Q20: If I were to experience a location disaster, pandemic shutdown, or other disaster that prevented me from being in the office, how would you enable me and my employees to work from a remote location?

Our Answer: A recent client experienced a total fire loss even and when handling their needs when they needed to work remote, get laptops, and implement security measures almost overnight, we were able to restore their offsite backup to Microsoft Azure and have all their employees up and running over a weekend in addition to completely restoring phone services in a matter of hours. We also helped countless clients quickly spin up a remote working solution in 2020, as we all remember. The neat part about quickly moving out of offices is that we continued to develop work from home policies and processes over time and now many employees can enjoy the occasional work from home day. It is now an employee retention benefit for many, and it can work well.

Q21: Show me your process and documentation for onboarding me as a new client.

Our Answer: The reason for asking this question is to see if they HAVE SOMETHING in place. A plan, a procedure, a process. Don't take their word for it. Ask to SEE it in writing. What's important here is that they can produce some type of process. Further, they should be able to explain how their process works.

If you consider us as your next IT services firm, we will gladly share our new client onboarding process and documentation. I think you'll be impressed.

## Other Things to Notice and Look For

Are they good at answering your questions in terms you can understand and not in arrogant, confusing "geek-speak"?

Good IT companies won't confuse you with techno-mumbo-jumbo, and they certainly shouldn't make you feel stupid for asking questions. All great consultants have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms. As you interact with them in the evaluation process, watch for this.

Our technicians are trained to take time to answer your questions and explain everything in simple terms. Just look at what the Clove Alliance had to say:

"We are continually impressed with the quality of service provided by your company - we sincerely enjoy doing business with you!"

Do they and their technicians present themselves as true professionals when they are in your office? Do they dress professionally and show up on time?

If you'd be embarrassed if YOUR clients saw your IT consultant behind your desk, that should be a big red flag.

How you do anything is how you do everything, so if they cannot show up on time for appointments, are sloppy with paperwork, show up unprepared, forget your requests and seem disorganized in the meeting, how can you expect them to be 100% on point with your IT? You can't. Look for someone else.

Our technicians are true professionals who you would be proud to have in your office. They dress professionally and show up on time, and if they cannot be there on time (for some odd, unforeseen reason), we always notify the client immediately. We believe these are the minimum requirements for delivering a professional service.

Do they have expertise in helping clients similar to you?

Do they understand how your business operates the line-of-business applications you depend on? Are they familiar with how you communicate, get paid, service your clients or patients and run your business?

## A Final Word and Free Offer to Engage with Us

I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to outsource your IT support to. As I stated in the opening of this report, my purpose in providing this information is to help you make an informed decision and avoid getting burned by incompetent or unethical firms luring you in with cheap prices.

The next step is simple: call my office at (815) 929-0000 and reference this letter to schedule a brief 10- to 15-minute initial consultation.

On this call we can discuss your unique situation and any concerns you have and, of course, answer any questions you have about us. If you feel comfortable moving ahead, we'll schedule a convenient time to conduct our proprietary CNG Systems Assessment.

This Assessment can be conducted 100% remote with or without your current IT company or department knowing (we can give you the full details on our initial consultation call). At the end of the Assessment, you'll know:

- ◆ Where you are overpaying (or getting underserved) for the services and support you are currently getting from your current IT company or team.
- ◆ Whether or not your systems and data are **truly** secured from hackers and ransomware, and where you are partially or totally exposed.
- ◆ If your data is **actually** being backed up in a manner that would allow you to recover it quickly in the event of an emergency or ransomware attack.
- ◆ Where you are unknowingly violating your industry's best practices with Data Protection, Data Loss Prevention, Cybersecurity, Required Compliances such as HIPAA, PCI, just to name a few.
- ◆ How you could lower the overall costs of IT while improving communication, security, and performance, as well as the productivity of your employees.

Fresh eyes see things that others cannot - so, at a minimum, our free Assessment is a completely cost- and risk-free way to get a credible third-party validation of the security, stability, and efficiency of your IT systems.

With appreciation,

*Brad E Kuntz*

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# The Top 7 Reasons Why You'll Want To Outsource Your IT Support To Us

1. **We Respond Within 5 Minutes Or Less.** The average amount of time it takes for one of our clients to get on the phone with a technician who can start working on resolving their problem is 3.5 minutes. We know you're busy and we 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. **No Geek-Speak.** You deserve to get answers to your questions in PLAIN ENGLISH, not in confusing technical terms. Our technicians will also not talk down to you or make you feel stupid because you don't understand how all this "technology" works. That's our job!
3. **100% No-Small-Print 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 without charging you for it. And if we can't make it right, the service is free.
4. **All Projects Are Completed On Time And On Budget.** When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. We guarantee to deliver precisely what we promised to deliver, on time and on budget, with no excuses.
5. **Lower Costs, Waste And Complexity With Cloud Solutions.** By utilizing cloud computing and other advanced technologies, we can eliminate the cost, complexity, and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security, and instant disaster recovery.
6. **We Won't Hold You Hostage.** Many IT companies do NOT provide their clients with simple and 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.
7. **Peace Of Mind.** Because we monitor all our clients' networks 24/7/365, you never have to worry that a virus has spread, a hacker has broken in or a backup has failed to perform. We watch over your entire network, taking the management and hassle of maintaining it off your hands. This frees you to focus on your customers and running your business, not on your IT systems, security, and backups.





We're an  
Extension of  
Your Team.

