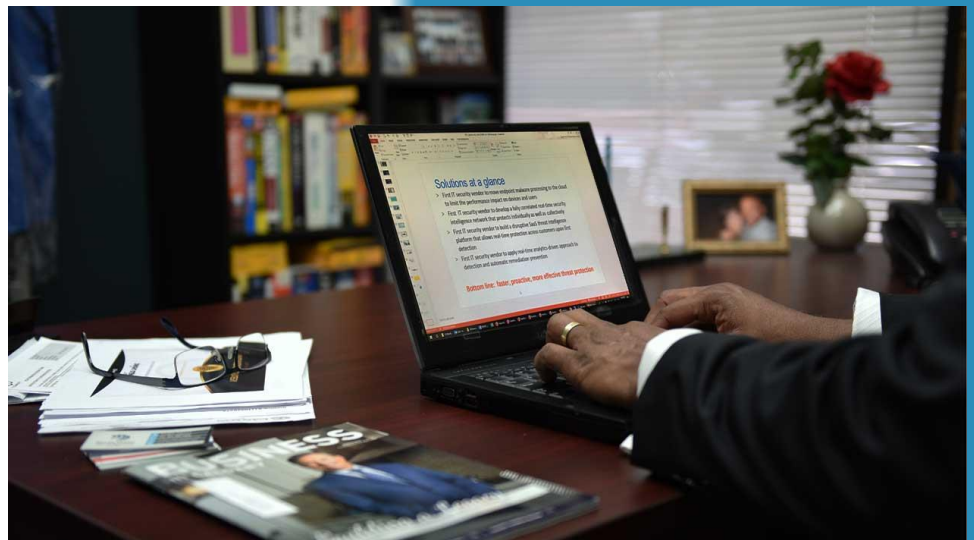# The Business Owner's Guide to IT Support Services and Fees

What You Should Expect To Pay For IT Solutions (And How To Get Exactly What You Need Without Unnecessary Extras, Hidden Fees, or Problematic Contracts)

RESULTS MATTER
CLOUD SERVICES
BUSINESS IT SOLUTIONS

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The Business Owner's Guide to IT Support Services and Fees
What You Should Expect To Pay For IT Solutions (And How To Get *Exactly* What You Need Without Unnecessary Extras, Hidden Fees, or Problematic Contracts)

Read this guide and you'll discover:

- ✓ The pros and cons of the 3 most common ways services are charged

- ✓ What is not included in the low monthly fee – exclusions, hidden fees and other "gotcha" clauses that are in the gray area of some "all-inclusive" contracts.

- ✓ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

- ✓ 21 revealing questions to ask any IT support company BEFORE giving them access to your computer network, e-mail and data.

Provided as an educational service by:

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Don't Ask An IT Solutions Company, "What Do You Charge?"
Instead You Should Ask "What Will I *Get* For *My Money*?"

From The Desk of: Dwight Stewart
Managing Director, Results Matter Cloud Services

Dear Colleague,

If you are the person in charge of finding an IT solutions provider, for some or all of your IT needs, this report contains important information that will be extremely valuable in your search for a competent firm you can **trust**.

Prospective clients often ask "What do you charge for your services?" This important questions needs to be addressed and there are 3 reasons I authored this report:

1. Take the opportunity to educate all prospective clients about the most common ways IT solutions are packaged and priced, including the pros and cons of each approach.

2. Share a few "insider secrets" about IT service contracts and SLAs (service level agreements) that most business owners do not think about, understand or know to ask about when evaluating IT solution providers. You could end up with hidden fees or no way out of the contract when the quality of the services do not meet your needs.

3. Provide the information you need when selecting the *right* IT Solutions provider for you based on your specific needs, budget, and capabilities. The *VALUE* delivered is what matters and not just the high or low price.

Our brand may not be familiar to you but we have been delivering results in business and IT since 1987. We started out as Computer Essentials installing the accounting system for a welding company and providing computer hardware support. In the 90's, I worked in IT for two of the top five law firms in Calgary.

In 1997 Results Matter Inc. was formed and has been delivering IT Service Management solutions for governments and public corporations including the City of Calgary, Service Alberta, Pan Canadian Petroleum (now EnCana), Precision Drilling, and TELUS. I continue to work small businesses in Calgary and formed Results Matter Cloud Services Inc. in 2018 as an MSP (Managed Service Provider). We can apply our over 30 years of experience to Business IT Solutions in the areas of continuity, cloud computing, search, operations, and teams.

My goal is to help you make the most informed decision possible so you end up working with someone who helps you solve your problems to achieve business results that matter to you.

Continued success,

Dwight Stewart

Dwight Stewart

Table of Contents

Compare Apples to Apples
The Common IT Service Models Explained

Doing an accurate comparison of fees, services, and deliverables of multiple IT solution companies requires an understanding of the 3 predominant service models. One or a blend of the models could be offered. The 3 predominant service models are:

1. **Time and Materials**. This is referred to as "break-fix" services in the industry. You pay an agreed to hourly rate for the provider to "fix" your problem (i.e. incident) when something "breaks." This a reactive service that deals with incidents after they occur. The statement of work (SOW) specifies what service will be provided and how long the service provider has to start working on it. The SOW could be as simple as resolving a specific incident (i.e. cannot connect to network drive) or could be as involved as a computer network upgrade or move with tightly defined start and end dates. Staff augmentation and placement are offered under this model. You are might be able to negotiate a discount based on buying blocks of service hours.

2. **Managed IT Services.** In the IT industry, the company that provides services under this model is called an MSP (Managed Service Provider). The MSP can take on the role of your "IT department" and not only installs and supports all the devices and PCs that connect to your server(s) and the internet, but also offers backup, recovery, on-site support, cyber security, cloud computing, and a host of other services to monitor and maintain the health, speed, performance and security of your computer network.
The MSP remotely monitors and manages your infrastructure (i.e. computers and related equipment), end-user computers, and related technology services on a proactive basis to improve reliability. The MSP also provides reactive services as required and has an incentive to keep this to a minimum. In addition, the MSP can take on the role of your virtual Chief Information Officer (vCIO). The vCIO collaborates with and advises you, or your IT department on strategic IT goals, opportunities to improve business processes, and implement changes. This advisory role takes a broader view with a focus on business and IT alignment. These services are offered under 3 subscription models:

   1. **Per Device.** The MSP charges a flat fee for each device (i.e. computer, tablet, or smartphone) for each class of technology (i.e. network equipment, phone system, printer, etc.).

   2. **Per User.** The MSP charges a flat fee for each user regardless of the number of devices ((i.e. computer, tablet, or smartphone) that person has under support.

   3. **All-Inclusive.** The MSP charges a flat fee for all the IT support and management services the MSP offers in that plan. This is often referred to as the all-you-can-eat model.

3. **Software Vendor-Supplied IT Services.** Many software companies offer IT support for their individual product or service. Some offer a 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 or service 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 and requires your staff to spend more time on non-productive activities.

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 examine 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?

There is the famous Benjamin Franklin quote, "An ounce of prevention is worth a pound of cure." I agree completely and that's why it's my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any business looking to outsource their IT needs.

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. A specific IT project that your current in-house IT team doesn't have the time or expertise to implement (such as a network upgrade, installing a business continuity solution, etc.) would fit with this model. 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 Are Critical for Today's Computer Solutions

The number of new threats (malware) being launched each **day** was a staggering 230,000 in 2015. It is more costly to react to one of these threats than it is to be proactive. The fact is computer networks and solutions require ongoing maintenance and monitoring to stay secure. Let's consider the difference between predictive and preventative maintenance:

1. **Predictive Maintenance:** Track the condition of the hardware, software, or service through real-time monitoring. Schedule maintenance based on the findings**.**

2. **Preventative Maintenance:** Schedule maintenance on the hardware, software, or service at a regular intervals based on the recommendations of the manufacturer. This would include security updates, patches, and equipment replacement at end of life.

The benefits of maintenance are:

1. **Improved Reliability:** Identifying and correcting small problems early (i.e. disk almost full) can prevent a larger and more urgent issue (i.e. database application crashes due to no disk space).

2. **Improved Productivity:** Most problems show warning signs of some sort before becoming an urgent issue. Often the performance of components (i.e. servers, computers, networks, etc.) are allowed to degrade to the point where it is no longer functional or usable. You need to know the solutions you have in place have been tested and confirmed working before an urgent issue happens.

3. **Save Money:** Reactive support, billed on a time and materials basis, typically requires longer to recover because key components were not maintained or are not available. For example, if you get a ransomware attack and you do not have solution in place designed to recover from such an attack, you are forced to pay the ransom or get new equipment to start from scratch. It is more cost effective to build practical solutions to protect your business for the likely threats. Maximize the productivity of your team by having the right work performed by the right team member. You can predict what your monthly costs will be for the services you have select. It is easier to budget and track spending against the budget in this model.

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. You can outsource the IT support function at a far lower cost and work load for your company. It does not make sense to have your full-time IT staff or other staff perform basic maintenance on your IT.

You do want an IT Solutions provider to handle your IT needs just like you would hire an attorney to handle your legal matters or an accountant to prepare your taxes. **When you factor in the value of your TIME and your team's productivity, the managed IT services model is considerably less expensive over time than the reactive "break-fix" model.**

How The "Break-Fix" Model Can Work Against You

If you do not have an IT team, the "break-fix" model is reactive to incidents. Something stops working as expected and needs to be returned to a working state.

For example, suppose your company email address and password have been compromised and are for sale on the Dark Web. The Dark Web is a network that uses the Internet but is hidden from public internet and can only be accessed with special software, configuration, or authorization. The compromised of your credentials could have occurred due to the Marriott Starwood Hotels, MyFitnessPal, Quora, Cambridge Analytica, Google+, or Facebook data breaches which occurred in 2018.

In the reactive "break-fix" model, you have to wait until the company experiencing the data breach discovers it and notifies the public. The Marriott Starwood Hotels breach was ongoing for over 4 years. If you had a proactive Dark Web monitoring solution in place, you would be notified as soon as the solution found a new record with your credentials for sale.

The reactive "break-fix" model requires that you in essence self-insure. You assume the risk associated with unplanned downtime, longer recovery times, and take a gamble.

What to Look For In a Managed IT Services Agreement
And What You Should 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. We are 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 $125 and $175 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 is widely based on the statement of work outlined. If you are hiring an IT consulting firm for a project, I would strongly recommend you get the following:

- ➢ **Ensure you know what you want.** It is vital that you can tell the consultant what you want and you need to be able to answer these 7 questions:

    - o Why do you need (capability or project) now and why is it more important than something else you could be building or working on?

    - o Is there demand for this (capability or project) from clients or your internal team?

    - o What would happen if we didn't do (capability or project)? What opportunities would be lost?

    - o What will happen to your business when we finish the (capability or project)? How will it move your business to the 'next level'?

    - o How are we going to measure the success of the (capability or project)? Will it be time saved, more sales, increased productivity, save money, etc.?

    - o What is your timeframe for completion?

    - o What is the budget you have allotted for the project?

- ➢ **A very detailed statement of work that specifies what "success" looks like.** Make sure you spell out in detail exactly how you will determine if the deliverable has been completed and your expectations in terms of performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to ensure you get what you REALLY wanted. Provide the detailed and agreed to test cases that will be run to confirm acceptance. Specifically include:

- o **Functional Criteria:** identify specific user tasks, functions or business processes that must be in place. An example would be "A user is able to access a list of available reports".

- o **Non-functional Criteria:** identify non-functional conditions that must be met, such as branding or design elements. An example would be "Fonts and icons must adhere to our company branding guidelines."

- o **Performance Criteria:** the expectations of how the solution performs when performing a functional activity. For example, sub 2 second response time when searching for a record or saving a record must be completed in under 2 seconds.

- o **Capacity:** the expectation of how much growth the solution can take as designed.

➢ **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 could feel good on both sides, in the beginning. Having an agreed to time frame for delivery and corresponding payments based on milestones reduces the risk on both sides. It is your IT consulting firm's responsibility to be able to accurately assess your situation and quote a project based on their experience. It is your responsibility to know what you want and to able to provide acceptance criteria via test cases. Changes can be accommodated but that usually increases the costs.

Managed IT Services: Most managed IT services firms will quote you a MONTHLY fee based on the number of devices or users with devices they have to monitor, maintain, back up and support. For example, for a business with 2 servers and 20 desktops the fees are somewhere in the range of $300 to $400 per server, $100 to $175 per desktop, and approximately $50 per smartphone or mobile device.

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 on an agreed to schedule per device type, risk and emerging threats
✓ Antivirus, and anti-malware for detection, monitoring, and removal
✓ Spyware detection and removal
✓ Firewall updates and monitoring
✓ Critical system backup performance monitoring, confirmation, and periodic test restores
✓ Spam-filter installation and updates
✓ Monitoring disk space on workstations and servers
✓ Monitoring hardware for indications of possible failure
✓ Optimizing systems for maximum speed and reliability
✓ Software updates done with minimal business impact

The following services may **NOT be included** and will often be billed separately. This is not a "scam" or unethical UNLESS <u>the managed IT services company tries to hide these fees when selling you</u> <u>a service agreement</u>. 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
- ✓ On-site support
- ✓ After-hours support
- ✓ Project management

Warning! Gray areas of "all-inclusive" service contracts. In order to truly compare the "cost" of one managed IT services contract to another, you need to make sure you fully understand what IS and IS NOT included AND the "SLA" or "service level agreement" you are selecting. 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.

Just like any service provider evaluation, the extremes in cost need to be evaluated carefully. There are costs all service providers need to bear and if a quote comes in at 50% higher or lower than the other average, there has to be a reason.

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, staff backgrounds, 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 Service Clarification Questions to Ask Before Signing a Contract

Customer Service

Q1: Do they answer their phones live or do you always have to leave a voicemail and wait for someone to call you back?

Our Answer: We answer our phones live 24/7/365 so you have one number to call if emergency occurs after-hours or if a problem arises on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: Do they offer a written, guaranteed response time to your calls?

Our Answer: We guarantee to have a technician working on a problem within 60 minutes or less of your call during business hours. Our response time guarantee is tied to the level of service purchased and the Priority of the incident. Priority is drive by Urgency and Impact. Urgency is the customer's perception of the incident. Impact is determined by the scope interruption to normal operation. For example, if you cannot access email from any device, that is the highest Impact. If you can access your email on your mobile and through the website but not through the Outlook email client on your desktop, that would have the third highest Impact. This is written into all of service agreement we give to our clients because it's standard procedure and is based on the ITIL (Information Technology Infrastructure Library) framework.

Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?

Our Answer: Our team, including technicians, are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in a way you can understand. Just look at what Andrea LaRochelle from *Andrea LaRochelle & Associates* had to say:

"Dwight has helped me with many different technical issues. … he then, years later, trouble shoot'ed many interesting and quirky calls I received from tech sales people and he did it all with kindness, patience and a genuine desire for me to feel confident in what he was both doing behind the scenes and what I was learning."

Q4: Do they consistently (and proactively) offer new ways to improve your IT solution's performance, or do they wait until you have a problem to make recommendations?

Our Answer: We conduct quarterly business review meetings with you to discuss new ways to help improve your operations, lower costs, increase efficiencies and learn about changes in priorities. Our goal with these meetings is to help you be more profitable, efficient and competitive.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?

Our Answer: We provide detailed invoices that show what work was done, why and when, so you know what is being charged and why. We also double-check our invoices for accuracy before they are sent to you.

Q6:   Do they have background checks and workers' compensation insurance to protect YOU?

Our Answer: Here's something to consider: if one of our team gets hurt at your office, you do not have to worry because we have workers compensation coverage on all team members. I have worked on government contracts for decades and have had several background checked done by the governments of the United States, California, Alberta, and Canada and have passed all of them. In addition, I have worked with lawyers for decades and treat privacy and security as imperatives. My staff are reviewed and screened before they join my team.

Q7:   Do they guarantee to complete projects on time and on budget?

Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing, notwithstanding acts of God. This way you can have confidence in the timelines. Time and material projects tend to run over budget and be wary of the 20%-50% lower provider. You need to know who is doing the work.

Maintenance of Your Network:

Q8:   Do they insist on remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes; 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.

Q9:   Do they provide you with a monthly report that shows all the updates, security patches, and status of every machine on your network so you know for SURE your systems have been secured and updated?

Our Answer: Every month you get a detailed report that shows an executive summary of the overall health score of your network and related systems. The report includes the status of the antivirus, patches and other important availability metrics including disk space/memory/cpu utilization, backup performance including off-site reports, etc.

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom"?

Our Answer: All 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 environment. No IT person or company should EVER be permitted to have that much control over your company and your information. If you have a concern about your current IT person or provider keeping this under their control as a means of job security, we can help.

Q11: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

Our Answer: Yes; and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

Q12: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are their "gotchas" hidden in the fine print?

Our Answer: Our "all-inclusive" support plan is just that — all-inclusive. One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are actually a good thing because they'll save you a lot of money in the long run. HOWEVER, make sure you REALLY understand what is and is not included. Some things to consider are:

- ✓ Is Help Desk support by phone, chat, or e-mail included or extra?
- ✓ Are network hardware/software upgrades or moves included or extra?
- ✓ Are user moves, adds, or changes, that is user administration included or extra?
- ✓ Is the cost of hardware and/or software included or extra and who owns it?
- ✓ If the hardware and software is included, what happens if you cancel the contract?
- ✓ What about 3rd-party software support outside the core products, is that included or extra? What are the costs/consequences of early cancellation?
- ✓ What if you aren't happy with their services? Do they offer a money-back guarantee?
- ✓ What level of backup is included – hourly and daily on site with off-site nightly?
- ✓ What type of backup is provided – files only or image based backups?
- ✓ Are offsite backups included? Where are offsite backups stored and what governments have access to the data? Can they guarantee that the backups are in a Canadian data centre?
- ✓ Is restoration of your computer infrastructure including servers, computers, networking, internet, business applications, and core applications included in recovery from a major disaster?
- ✓ What about on-site support calls to the local office and/or to remote offices?
- ✓ Is the use of home computers to access the company's network supported or not? If supported is it included or extra?

We offer comprehensive plans that deliver as much, or as little, as you require based on your needs, budget and timeframe.

Backups And Disaster Recovery

Q13: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups or USB backups?

Our Answer: We do not allow our clients to use tape backups because tape backups are incredibly unreliable. We make sure all of our clients have disc-based and cloud-based backups to insure the highest level of availability of your data and reliability. The data also can be encrypted in transit and at rest to ensure security if the device is stolen.

Q14: Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of an unplanned outage?

Our Answer: We perform a quarterly test restore from a backup for you to make sure your data CAN be recovered in the event of an unplanned outage or other emergency. After all, the WORST time to "test" a backup is when you desperately need it.

Q15: Do they insist on backing up entire systems BEFORE performing any type of project or upgrade?

Our Answer: We do, and that's simply as a precaution in case a hardware failure or software glitch causes a major problem.

Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable you to work from a remote location?

Our Answer: All clients receive a simple disaster recovery plan for their data and critical computer systems. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their critical computer systems and data are available should an unplanned outage occur.

Technical Expertise And Support:

Q17: Is their help-desk based in North America or is it outsourced to an overseas company?

Our Answer: We provide our help desk from partners that specialize in this service. We make sure the team helping you are certified, highly trained, friendly, and helpful. All partners meet the regulatory requirements for each client.

Q18: Do their technicians maintain current vendor certifications and participate in ongoing training — or are they learning on your dime?

Our Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. A few of our certifications include Cisco, Microsoft, VMWare, CompTIA+ and our hiring process is so stringent only 3% of those who apply make it through.

Q19: Do their technicians arrive on time and dress professionally?

Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally and show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately and you get a **$200 credit** on your next invoice. We believe these are minimum requirements for delivering a professional service.

Q20: Are they familiar with (and can they support) your unique line of business applications?

Our Answer: We own the problems with all lines of business applications for our clients. That doesn't mean we can fix faulty software — but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

Q21: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, "That's not our problem to fix"?

Our Answer: We believe WE should own the problem for you so you don't have to try and resolve any of these issues on your own — that's just plain old fashioned good service and something many computer guys won't do. We are your one stop for IT support.

A Final Word and IT Assessment Offer to Show You: How to Eliminate System Slowness, Crashes and Viruses and Drastically Lower Your IT Maintenance Costs

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. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by firms that cannot deliver by luring you in with cheap prices. Below you will find information about us.

You may also request an IT Assessment and Optimization Plan for your company as a next step in engaging with us. There is no cost if you engage with us to address the issues identified.

If you are not ready to engage with us or just want an audit of your current infrastructure and solutions, we can perform an audit for $895. I guarantee you will find this consultation to be extremely valuable and eye-opening.

Looking forward to your call or email!

Continued success,

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

1. **We Respond Within Minutes.** 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 under 5 minutes. We know you're busy and have made a sincere commitment to making sure your computer problems get fixed FAST. We have live support agents 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 where it makes sense, we can eliminate the complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery. We also know that there are situations where an on-premises server is the most cost effective solution and we will give you that information.

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 of our clients' networks 24/7/365, you don't have to worry about computing risks like a virus spreading 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.