



What You Should Expect To Pay For IT Support For Your Business

And How To Get Exactly What You Need
Without Unnecessary Extras, Hidden Fees,
And Bloated Contracts



Leia T. Shilobod
IT Princess of Power
CEO & President of InTech Solutions, Inc.

You know you need computers to run your business. But what should you expect to pay for the support of the vital systems that run your business? IT Support firms offer so many different ways of support it can be very confusing and frustrating to figure out what to choose. Not to mention choosing support that is overpriced, doesn't deliver what you REALLY want, or nickel and diming you to cost WAY more than you anticipated!

Read this guide and you'll discover:

- ✓ The 3 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 on 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.

From The Desk of:

Leia Shilobod | President & CEO, InTech Solutions, Inc.

Dear Colleague,

If you are the decision maker in a business in the Greater Pittsburgh area that is currently looking to outsource some or all of the IT support for your manufacturing company, law firm, or CPA firm, 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 Leia Shilobod, CEO of InTech Solutions and author of "The 3 Indisputable Rules Every Manufacturer Must Know Before Purchasing Any IT Product Or Service. We've been providing IT services to businesses in the Greater Pittsburgh Area for over 9 years now. You may not have heard of us before, but I'm sure you're familiar with one or more of the other businesses who are clients of ours. A few of their comments are enclosed.

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 3 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 service contracts and SLAs (service level agreements) that almost no business owners think about, understand or know to ask about when evaluating IT service 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 super busy business owners who have fast growing businesses 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,



About The Author



Leia Shilobod is the CEO and President of InTech Solutions, Inc. She founded InTech in 2006 because she wanted to build a company that delivered fast and effective IT services to raving fan clients and provided an engaging and fun work environment to knowledgeable staff.

She believes in continuous improvement and is constantly reading business and technology best practices to deliver stellar service and solutions.

But she doesn't stop there.... She's interviewed dozens of manufacturers and industry CEO's, toured plants, talked to vendors.... anything that can help her learn more about manufacturing and the specific IT needs of manufacturers.

This drive for learning prompted her to write her first book *"The 3 Indisputable Rules Every Manufacturer Must Know Before Purchasing Any IT Product Or Service"* and to develop EDP IT: the first IT Support and Administrative service EXCLUSIVELY for manufacturers (www.intechit.net/edpit).

Leia is a member of the FBI's Infragard, Board of Trustees of WCCC, Chapter Advisor of Alpha Sigma Alpha at IUP, Sunday School Teacher, and also known as the IT Princess of Power.



When she's not saving the IT World, you'll find Leia consulting with clients, managing projects, or hosting one of many webinars and seminars.

Contact Leia directly at Leia@intechit.net or by calling the office at 724.235.8750.

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 to another, you need to understand the 3 predominant service models most of these companies fit within. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 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 removing a virus), or it may encompass a large project like a computer 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 “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, 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 the managed IT approach is, by far, the most cost-effective, smartest option for any company.

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 or expertise to implement (such as a network upgrade, installing a backup solution, 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 and who work around the clock to do one thing: compromise your networks for illegal activities.

In most cases their intent is to access financial information and passwords to rob you (or your clients), create fake identities for credit card fraud, etc. In other cases they may want to use your computer network to send illegal spam, host pirated software, spread viruses, etc. And some do it just for the "fun" of being able to make computer systems inoperable. These criminals work around the clock in teams, constantly finding and inventing new ways to get around your antivirus software and firewalls; that's why you have to remain ever vigilant against their attacks.

Of course, this doesn't even take into consideration other common "disasters" such as rogue employees, lost devices, hardware failures (which are the #1 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 200 employees to hire a full-time IT person, because you can outsource this function of your business far cheaper and with a lot less work; but you DO want to hire a professional to perform basic maintenance and same side of the table IT Consulting (CIO services) just as you would hire an attorney to handle your legal matters or an accountant to prepare your taxes. And if you truly understand the cost of your TIME and factor in employee productivity, the managed IT services model is considerably less expensive over time than the “break-fix” model.

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 stabilize your computer network or to resolve problems quickly because they are getting paid by the hour; 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 who may take two to three times as long to resolve an issue that a more senior (and more expensive) technician may have resolved 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 to 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 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 \$100 and \$160 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 would 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, 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 give you what you REALLY wanted.
- **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. In the Pittsburgh Area, that fee is somewhere in the range of \$85 to \$350 per server, \$65 to \$145 per desktop and approximately \$40 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):

- Systems Engineering Services
- CIO Services
- Unlimited onsite and remote support
- Projects included (and be SURE you understand what projects means)
- Security patches (Windows and third party) applied weekly, if not daily, for urgent and emerging threats

WHAT EVERY BUSINESS OWNER MUST KNOW ABOUT HIRING A COMPUTER CONSULTANT

- Antivirus updates and monitoring
- Web Filter subscriptions for all PC's, onsite and mobile
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed
- VoIP phone system support
- Employee technology hygiene training

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 (Microsoft Server, Exchange, Office 365, Office, etc...)
- Phone or camera/security systems supported by another vendor

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 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 these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

Customer Service:

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

Our Answer: We answer our phones live from 8:30 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, including 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 have 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. This is written into every service agreement we give to our clients because it's standard procedure.

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 technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms. Just look at what Neil Blewitt, former COO of TruFood MFG had to say:



"Working with InTech is extremely easy and beneficial to our organization. As we did not have a wealth of internal expertise in IT, Adam and Leia provided easy to understand information which really helped us in making some big IT decisions. Beyond that they have proven to be excellent partners in providing continued IT support services."

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

Our Answer: We believe in same side of the table consulting with our clients... we are NOT here to just sell you stuff. In fact, we conduct at least quarterly review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients 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 never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you.

Q6: Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?

Our Answer: Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation – and don't be shy about asking to see their latest insurance policies! REMEMBER: there is special Errors & Omissions and Cyber Liability insurance for IT Providers. Make sure you ask for specifics!

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q7: Do they guarantee to complete projects right the first time, on time and on budget?

Our Answer: We follow a special InTech Project Process we've developed over time to assure that we have engineering and are deploying the solution properly. It might take us longer than the other guys SAY it should, but that's only because we take the time to do it **RIGHT THE FIRST TIME**. We tell you if your requests are going out of scope so you know ahead of time if the project is going to consume more time. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free rein to nickel-and-dime you as well as take as much time as they want on completing a project.

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 schedule regular maintenance windows to assure the computers are properly patched, updated, defragmented, and optimized?

Our Answer: We work with our clients for scheduled maintenance to assure all computers and servers are in the best working condition they can be. If the computers are slow or not functioning right it slows down our customer's business – we do everything we can to avoid that.

Q10: Is it standard procedure for them to document in detail everything about your network including: what software licenses you own, critical passwords, user information, hardware inventory, network diagram, SOPs for how to create a new user/install your software, etc., or is all just "stored in a technician's head"?

Our Answer: **WE LOVE DOCUMENTATION AND SOPs**. We invest in tools that allow us to document all issues and requests, as well as information about your network, software, staff, etc. because it helps US to serve YOU so much better.

Side note: You should **NEVER** allow an IT person to have that much control over you and your company that they know everything and nothing is in writing. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer **ANY** ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

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 isn't included.

Some things to consider are:

- Is phone/e-mail help desk included or extra?
- What about network upgrades, moves or adding/removing users?
- What about 3rd-party software support? (We recommend that this **IS** included.)
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Do they offer a money-back guarantee?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?
- Are home PCs used to access the company's network after hours included or extra?
- Do they include the basic security needed for your network such as: antivirus, web / spam filter?

See, the thing is, that if you are paying all-inclusive, one rate, then you should really be paying all-inclusive, one rate. That's what we believe and that's what we offer for our clients.

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?

Our Answer: We do not allow our clients to use tape backups because they are incredibly unreliable. We make sure all of our clients have a BARE MINIMUM of onsite and offsite automated backup. And we make them sign off on our liability if they don't choose our full-image, incremental, onsite/offsite, nightly tested backup. Its best of breed and if anything happens we can have them back up in minutes. We care that much about their business continuity.

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 a disaster?

Our Answer: We perform a monthly "fire drill" and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to "test" a backup is when you desperately need it.

Q15: Do they insist on backing up your network 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 one that enables you to work from a remote location?

Our Answer: All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise and Support:

Q17: Is their help desk US-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's important for keeping your data secure.

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 continuously learn – it's part of their job. Each quarter staff sets goals based on their skills and interests so they can hone their skills. Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through (guess who's hiring them?).

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, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. 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 line-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"?

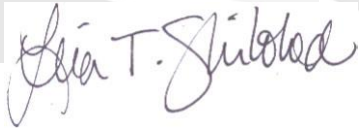
Our Answer: We feel WE should own the problem for our clients so they don't have to try and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.

**A Final Word And Free 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 to. 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 incompetent or unethical firms luring you in with cheap prices.

Below you will find information on how to request a FREE IT Optimization Plan for your company as a next step in engaging with us. There is no cost or obligation, and I guarantee you will find this consult to be extremely valuable and eye-opening.

Looking forward to your call!



Leia T Shilobod, IT Princess of Power and CEO
InTech Solutions, Inc.
724.235.8750.land
www.AwesomeITGuys.com

Limited Free IT Action Plan:

Give Me 30 Minutes, And I Guarantee I Can Show You How To Eliminate System Slowness, Crashes, Viruses And A Host Of Other Annoying IT Problems — And How To Never Pay For Unnecessary IT Expenses And Repairs Again

From The Desk Of: Leia T Shilobod, CEO & IT Princess of Power
InTech Solutions, Inc.
Greensburg, PA

Dear Colleague,

Do you have a **nagging suspicion** that your current IT provider isn't delivering the quality of service you're paying for?

Maybe you're experiencing **chronic problems** with your computer and phone systems that your IT provider just never seems to resolve.

Maybe it has become easier to find a work-around or **try to fix IT problems yourself** than to call your IT provider.

Or maybe you're sending a check every month for their services **but don't really know what you're paying for**. Could they really get you back up and running after a disaster? Are they *truly* maintaining critical security updates for your IT systems? Have you outgrown their ability to adequately support you?

It's very common for businesses to be unhappy with the quality of service and support they're getting from their current IT company, but they tolerate it simply because they don't know who else to call, or they're just too darn busy to take the time to find someone else.

Free Customized IT Action Plan And 57-Point IT Systems Security And Performance Assessment

If I just described your situation, I want to give you a **customized IT Action Plan for free** that will reveal what's REALLY going on in your computer network and show you the fastest and most efficient way to get your systems working the way they're supposed to, saving you a great deal of time, aggravation and money.

Briefly, here's what I have in mind...

First, I want to perform our proprietary **57-Point IT Systems Security And Performance Assessment** on your computer network (one that's taken me over 6 years to perfect).

There's no charge for this, and it only requires a 30- to 60-minute meeting with me and one of my top IT consultants. After doing this type of thing for almost 6 years, we've truly perfected a process for helping companies like yours to get their IT systems working the way they are supposed to.

After conducting this Free Assessment, we'll be able to answer your top questions, such as:

- Are your IT systems truly secured from hackers, viruses and rogue employees?
- Are your backups configured properly to ensure that you could be back up and running again fast in a disaster?
- Are you unknowingly exposing your company to expensive fines and litigation under new Pennsylvania data-breach laws?
- Could you utilize cheaper and more efficient cloud-computing technologies to lower IT costs and make it easier to work remotely?
- Are your systems optimized for maximum speed and performance? (I can tell you, 99% of the computer networks we review are NOT).

Once we have a clear picture of the state, health and performance of your current IT systems, we'll then deliver a **customized IT Action Plan** that will show you how to eliminate every single nagging problem, enable you to work faster and easier and lower IT costs wherever possible.

At The End Of This Assessment, One Of Three Things Will Happen:

You love the plan and decide to implement it on your own. If this is the case, we'll wish you the best of luck and *ask that you keep in touch with us to let us know how you're doing.*

You love the plan and ask to become our client so we can personally help you implement it ASAP. *If that's the case, we'll knock it out of the park...and that's a promise.*

Or finally...

In the unlikely and *unprecedented* event that you feel like you wasted your time, and that we don't find a way to dramatically improve your situation, **we will send you a check for \$100 immediately.** No questions asked. Your time is your most valuable asset, and I respect that. To date, we've NEVER had anyone say that we've wasted their time, so I feel completely comfortable making this guarantee to you.

Think about this...

The "worst" that can happen is you get \$100 for "wasting" an hour having an independent third party validate and review the security, speed and health of your computer network.

The best that can happen is we work together to finally take all IT complaints off your plate.

Here's How This Will Work:

First, you'll fill out a brief IT Analysis Questionnaire on our web site: www.intechit.net/itsurvey. This gives us the basic information we need about you to prepare for our meeting.

Once you complete this, Jennifer from our office will call you and set up a convenient time for us to come to your office and perform our **57-Point IT Systems Security And Performance Assessment.**

After that initial meeting, we'll prepare a **customized IT Action Plan** and a **"Report Of Findings"** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone's productivity in the fastest, most efficient way possible.

And like I said, *there's no charge for this.*

So Why Would We Offer This For Free?

For one simple reason:

It's the fastest and easiest way for us to demonstrate the value we can deliver without any risk to you. Frankly, it's how we get the happy clients you've seen all over our web site and have probably heard about before. (See attached.)

After all, if you like what you see and we show you how to solve a number of IT-related problems in your company, why wouldn't you want to work with us? Of course, we will approach this with no expectations or heavy sales pressure of any kind. I don't like pushy salespeople any more than you do — **and we stand on the belief that providing extreme value in advance is the best way to showcase our services** and win new business. In fact, here's my "VALUE IN ADVANCE PROMISE" to you...

You'll Find This Consultation To Be Incredibly Valuable Or We'll Send You A Check For \$100 To Compensate You For Your Time

Now, obviously this is an amazing offer that you'll probably never see from any other IT company or computer expert in the world. But I'm SO confident that we can deliver extreme value that I have no concerns with putting this type of guarantee on our time together.

The ONLY catch is that we can't help everyone, so we have a strict (but reasonable) set of criteria that need to be met in order for us to proceed. Here it is:

1. You have to at least have a server and 10 workstations.

Our services and advice work best for companies that have at least one server and 10 workstations. If that's not you (or if you are a brand-new startup), we might be able to help you through a different process. Call the office and we'll direct you from there: 724.235.8750

2. You must be the owner of the business.

Due to the nature of the advice we'll give you, it will be actionable only for the owner or key executive.

3. You must be serious about improving and growing your business.

I want to help companies to grow and succeed, so as such, I need to only work with companies who are serious about their growth and implementing IT strategies that will make their companies become exponential.

If You Meet The Criteria Above, Here's How We Get Started:

Step 1: Go to the web site below to complete our IT Analysis Questionnaire. Don't worry, it's simple and unobtrusive; if you don't know the answers to certain questions, just put "I don't know" as your answer:

www.intechit.net/itsurvey

Step 2: Once we've received your application and reviewed it, Jennifer from our office will call you and set up a time for us to meet.

The initial meeting will be between 30 and 60 minutes. This is where we really begin working to figure out exactly what you want and how to make it happen. We'll also initiate our **57-Point IT Systems Security And Performance Assessment**.

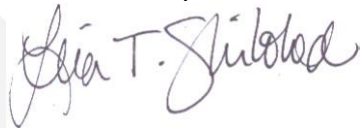
Step 3: After that initial meeting, we'll prepare a **customized IT Action Plan and a "Report Of Findings"** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone's productivity in the fastest, most efficient way possible. This second meeting should be a real eye-opener for you.

If you see the value in engaging beyond that, great! We can talk about it at that time. And if you don't want to become a client — *that's OK too*. By the way, we've *never* had anyone feel like their time was wasted. EVER. That's why we can make this offer. WE DELIVER.

So, unless you are 100% happy with the IT support you are getting and absolutely confident that your network is secure, backed up properly and running at optimal levels, why wouldn't you give this a try? Do it now and you'll be glad you did:

www.intechit.net/itsurvey

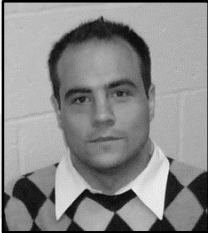
Dedicated to your success,



Leia Shilobod, CEO & IT Princess of Power
InTech Solutions, Inc.
724.235.8750.land
www.AwesomeITGuys.com

Read On to Hear What Our Clients Have to Say

“We don’t have a wealth of IT experience, but InTech provides easy to understand information so we can make big IT decisions.”



*“Working with InTech is extremely easy and beneficial to our organization. As we did not have a wealth of internal expertise in IT, Adam and Leia provided **easy to understand information** which really helped us in making some big IT decisions. Beyond that they have proven to be **excellent partners in providing continued IT support services.**”*

Neil Blewitt, COO, Tsudis Chocolate Company, Food Manufacturer

“Not only do we find a cost savings, but we find competence in all areas.”



*“As a mid-sized company it doesn’t make sense to have in-house IT. We need to be cost-effective. With InTech, **not only do we find that cost-savings, but we find competence in all areas.** It is almost impossible to get that from just one in-house guy. **Quality and accessibility is the key benefit** from choosing InTech.”*

Lutz Heidrich, Plant Manager, Hennecke USA, Polymers Manufacturer

“They Blew Me Away With Their Knowledge of IT & Computer Networking!”



*“I first met InTech back in 2007 when I joined a local networking group. **They blew me away with their knowledge of IT & Computer Networking!** I have worked with InTech since then, and they have done a great job each time! They **are honest, dependable, and an asset to our business community.** I would highly recommend them to anyone!”*

Rita Violette, Owner, Business Partner, One Stop Business Marketing

“We Are Growing Fast, and Can Rely on InTech.”



*“Our company has been growing fast and we need someone we can rely on for our computer problems – fast. Not only does InTech deliver fast, knowledgeable service, but their people are fun and easy to work with. **I highly recommend them!**”*

John DiLorenzo
Director of Baking Division, TruFood MFG

“InTech Came Highly Recommended”



*“We chose InTech because they came highly recommended by our CPA. **Any time we have problems, they are right on it, or handle it remotely.** Our computers are faster, we can complete work faster, and we have less downtime.”*

Jan Rudy
Accountant, McDonald, Snyder & Lightcap, PC, Law Firm

“My Only Regret Was Not Making The Change Sooner.”



*“I was very concerned about the downtime we might experience in our email migration, and am **both surprised and pleased with how smoothly everything went.** I have a ton of emails, and was very concerned about losing them. The down time was minimal, and I really didn’t miss a beat. The new email is working great, it is soooooo much faster than the old email we had. We have probably been using our cheapest option in the past, and as you said, **you get what you pay for.** My only regret is not making the change sooner.”*

Maryann White-Helfferich
Owner, Kelly Sparber White PC, CPA Firm

“The Solutions They Recommend Help Me Do Business From Anywhere.”



*“InTech has proven to be a truly professional company in every sense of the word. They are committed to my satisfaction. The services provided are always done **correct and on time.** They follow up to make sure that we are happy and that they are no re-occurring problems. They give me **continued advice and provide solutions for managing my information and helping me to do business from anywhere.** I would highly recommend them to any one in need of computer services.”*

R. Tyler Courtney
RTC Financial Services, Securities/Employee Benefits / Corporate Lending

“InTech Is On Call For Us 24 Hours A Day So I Don’t Need To Worry About Any Computer Problems.”



*“Our business technology allows the whole team to focus and have the same information. In that way, we are all aware what is coming in the door and what needs to be completed, **InTech is on call for us 24 hours a day so I don’t need to worry about any computer problems** that come up.”*

Jim Creenan, Partner, Creenan & Baczkowski, PC, Law Firm

“The Only Thing They Could Do Better Is Move In Here!”

*“We have worked with InTech for 8 years **and we will continue to because of their reliability, knowledge, and flexibility.** They have everything covered for us and we know we can always count on them to give us the best advice for our network. They only they could do better is move in here!”*

Carmen Irwin, Purchasing, Uptegraff Manufacturing, Transformer Manufacturer

“We Saved Tens Of Thousands Of Dollars.”

*“We used to pay an **in-house tech \$70K-\$80K** a year. We wanted to lower our technology costs, but we still needed a go-to person who could deal with any issues. We put all of our trust in InTech, and they really did a great job. They helped us purchase a server and put in place the back-up we needed. **They seemed to be one step ahead of the ‘corporate’ techs.**”*

Diane Shar
Assistant Controller Hennecke, Inc.

“I’m So Happy We Decided to Go to the Cloud.”

*“I wanted to thank you guys for bringing us into the 21st century. Your company **always does a bang up job, and your staff has been a huge help.**”*

Cindy Bankosh
Independent Settlements, Inc.

“They Quickly Solved An Issue We Were Having With Our Email For 4 Years!”

*“After meeting with InTech the first time we were knew they were the perfect fit for us. Since beginning our relationship with them, we have experienced far less problems. They **even solved an issue with our email that we had been dealing with for 4 years!** Employees no longer have to deal with disruptions from computer problems, and InTech’s work has definitely improved the internal functioning of our business. They always treat our problems with a sense of urgency and importance.”*

Sharon Roup
Controller, MedTech Rehabilitation, Medical Rehab