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How Does Your Current IT Service Provider Or Computer Guy Stack Up?

Take this quiz to find out!

How can you tell if you are receiving poor or substandard service? How do you know if your computer guy is doing everything possible to secure your network from downtime, viruses, data loss or other frustrating and expensive disasters?

Could your current technician actually be jeopardizing your network?

If your technician does not score a “yes” on every point, you could be paying for substandard support.

- Do they answer their phone and respond to emergencies promptly?
- Are they easy to reach and highly responsive when you need them for non-emergencies?
- Do they proactively monitor, patch and update your computer network’s critical security settings daily? Weekly? At all? How do you know for sure?
- Do they proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?
- Do they proactively offer new ways to improve your network’s performance instead of waiting until you have a problem to make recommendations?
- Do they provide detailed invoices that clearly explain what you are paying for?
- Do they explain what they are doing and answer your questions in terms that you can understand?
- Do they complete projects on time?

- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?
- Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
- Do their technicians maintain current vendor certifications and participate in ongoing training?
- Do you feel confident that they are not learning on your time?
- Do they take the time necessary to get the job done rather than seeming constantly rushed?
- Do they focus on your needs rather than taking calls from other clients while working on your network (and on your dime)?
- Do they listen to you?
- Are they adamant about backing up your network and having a disaster recovery plan in place?
- Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?
- Do they provide frequent updates, status reports and follow-up calls and e-mails so you don't have to manage their progress on projects yourself?
- Do their projects always get done according to their time and price estimates?

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can access your network and remotely control your systems, corrupt your data, or use your network as a conduit for spreading spam, viruses, and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance, and security. Ignore them and your system will get progressively slower, unstable, and susceptible to viruses, spyware, and hackers. Tape backups have a failure rate of 100% -- that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

Think About This...

What else in your business is more valuable than the data on your network? Just imagine how devastating it would be to lose it! That's why this Check-Up is so important. We'll conduct a comprehensive review of your network's security settings to make sure your data is safe and secure.

After All, Don't You Just Want Your System To Work The Way It's Supposed To?

That's why I'm making this offer. I know that we are hands down the best at what we do, but I don't think it's fair for you to risk your money to find out. I don't expect everyone to become a customer, but I know that some will end up becoming loyal, long-term clients, just like these business owners:

"Never Failed us...."

"When we moved our business to Georgetown in 2003, Computek was recommended to us as Kristal was the "only person" they knew who was consistent in her ability to solve all computer challenges. Kristal has never failed us – not once."

Kristal has an uncanny memory that she can call on to remind us of issues that we have had or problems she has solved for us going back 10 years! We have sold our business but continue to retain Computek for all of our personal computer questions and problem solving. I can only repeat what we were told 13 years ago..."Kristal is the ONLY person we know that we can depend on to solve any and all computer challenges."

Pam and Ted Ludlow, Owners of Flair Flexible Packaging

"Needed Experience...."

We needed an **experienced IT company** to install our business network and were referred to Computek due to their great reputation and references. Kristal made our conversion process as painless as possible.

She demonstrated a great expertise with our system and worked as if it was her own business and assets.

She set up our entire network, from individual work stations to computer labs and

included all necessary upgrades. All of the conversions were done in a **very professional** and **prompt manner** with as little inconvenience as could be expected. Computek has a knowledgeable staff and our experiences with them have always been successful. All types of businesses would benefit from working with Computek as they are experienced, they have prompt service in addition to reasonable rates!”
Nikki Brennan, Executive Director, Georgetown Housing Authority

What Do You Need To Do ...

To get your FREE, no-strings-attached, Network Security Assessment and Check-Up, simply send me an email with your contact information and your concerns at

Kristal@computekonline.com.

Or if you prefer to speak to me directly, call my office 512-869-1155 x 104.

We'll schedule a convenient time to come on-site and conduct a complete check of your network.

When we're done, we'll give you a comprehensive, easy-to-read report that will show any problems, threats, or vulnerable areas that need to be addressed.

If we discover a problem, we'll also provide you with a recommended action plan and fixed-fee quote on what it will cost for us to resolve it. No hidden fees; no bait and switch. If you decide to hire us to do the repair (you're under no obligation), we'll get to work on it immediately.

And if we find out everything is safe and secure, you'll breathe a big sigh of relief knowing the true state of your network's health and security.

Okay...So What's The Catch?

There is none.

We are simply offering this Free Network Security Assessment and Check-Up as a risk-free “**get to know us**” offer to people we haven't had the pleasure of doing business with us!

However, if you feel like all your IT needs are currently handled, but know of another business who could benefit from our services, please visit our website and submit a referral at:

www.computekonline.com/referral-program

We love referrals and we **reward** them!

If your referral uses one of our services or becomes one of our managed service clients you

will receive a check..it's that simple!
So what do you have to lose?

Don't let another day go by without verifying the health and security of your network!
We're making this as easy as possible to say yes – all you have to do is **take 60 seconds**,
send us an email, or call our offices and we'll do the rest!

Sincerely,
Kristal Walker
Kristal Walker, CEO

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