

21

Critical Questions



A Free Education Guide By:
Techspert Data Services, LLC
www.techspert-data.com
216.800.7800

What Every Business Owner **Must** Know About Hiring An Honest, Competent, Responsive And Fairly Priced I.T./Technology Services Company

This Business Advisory Guide Will Arm You With 21 Critical Questions You Should Ask Any I.T./Technology Company Before Giving Them Access To Your Technology Systems.

Read this guide and you'll discover:

- The least expensive most likely means the least experience
- 21 revealing questions to ask your technology services company BEFORE giving them access to your computer network, e-mail and data.
- 4 costly misconceptions most business owners have about I.T. services and what you need to consider when selecting an I.T. company.

**From the Desk of: Adam Sieminski
CEO
Techspert Data Services, LLC.**

Dear Fellow Business Owner or Executive,

Choosing the right I.T. company is a daunting task. Pick the wrong one and you could end up locked into a contract where frustrations and costs mount as you get hammered with constant I.T. problems and horrible service.

Pick the *right* one and you'll breathe a sigh of relief as your I.T. problems disappear, and you gain complete peace of mind that your data and company are protected. Problem is, they all *sound* good and *promise* to be proactive, responsive and professional, but how can you really know who the good guys are until you sign a contract and turn over the *keys* to your company's network?



You can't, and that's why we wrote this executive guide. We want to help business owners avoid the frustration and losses that can result in hiring the wrong I.T. company by asking the right questions and knowing what to look for in advance. There are signs, but you have to know what to look for.

Sadly, there's no shortage of horror stories about incompetent I.T. **gurus** bungling jobs and causing MORE problems as a result of their gross incompetence, lack of qualified staff and poor cyber security skills. I'm sure if you talk to your friends and colleagues, you will get an earful of the unfortunate experiences they have encountered in this area.

Part of the problem is that the I.T. services industry is not regulated like most other professions, which means ANYONE can claim they are an I.T. *expert*. **This means you, the consumer, must be far more diligent about who you choose to provide I.T. support and arm yourself with the information contained in this report.**

From misleading information and unqualified technicians, to poor management and terrible customer service, we've seen it all...and we know they exist in abundance because we have had several customers come to us to clean up their disasters.

The information in this guide is provided to help raise standards within the I.T. support industry and to give YOU useful information to help you guard against the lack of ethics or incompetence of some I.T. companies and technicians.

Dedicated to your cybersecurity, productivity, and minimal downtime,

Adam Sieminski

About The Author



Techspert Data Services grew out of a long-time passion for computers and networking by its founder Adam Sieminski since he was in grade-school and the start of the personal computer craze. After high school, a search for college degrees for computer networking came up blank so Adam opted for engineering. Working as many jobs as necessary to pay for college, finally at age 23, and with a Mechanical Engineering degree (BSME) in hand from the University of Akron, Adam began his professional career as a junior Mechanical Engineer at a steam generating plant in Cleveland Ohio, focusing more on any chance to help support the corporate data network. Fast forward through the shift to the Information Technology industry as a Microsoft Certified Trainer, a partner with a local construction accounting software developer, and a network engineer for the largest technology consulting company in NE Ohio at the time.

Adam continued building client relationships and supporting small business networks during evenings and weekends all the while running the helpdesk for a local 450-user health insurance company in Akron.

For over 23 years, Techspert has provided technology expertise to Northeast Ohio customers with 10 to 100's of users, ***specializing in the Manufacturing, Construction, and Professional Services Industries.***

We strive for long relationships with our customers. Our philosophy has always been to minimize downtime to keep businesses productive, for the right price. Our network engineers and technicians are highly trained and skilled for the most challenging infrastructures. We look to employ only those individuals who can support our clients technically, but also interact with business owners to explain inherent technology risks and how to mitigate them. Ransomware, for example, is a true threat for every business and we provide tested solutions to minimize both the possibility or effects.

Technology Experts. It's in our name!

21 Questions You Should Ask An I.T. Services Company Before Hiring Them For I.T. Support

Customer Service:

Q1

How difficult is it to transition from the old I.T. services company?

Our Answer: Our Standard Operating Procedures were designed to make this transition as painless as possible. We simply install a device on the network that immediately begins inventorying devices. Once our system is finished, we can then deploy our Endpoint Protection and other tools—all the while end-users aren't even aware. We distribute instructions on how to contact us for support and it's that easy!

Q2

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

Our Answer: Any reputable technology services company should answer their phones LIVE (not voice mail or phone trees) and respond during normal business hours and customize it for special circumstances (fees may apply!) since many clients work outside normal hours. We offer 24x7 support and respond LIVE within 60 or less. Resolution times will vary depending on the complexity of the incident. Emergency incidents will always take precedent and may affect resolution times for non-emergency incidents.



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Q3

Do you have a written, guaranteed response time for problem resolution?

Our Answer: Most technology services companies offer a 60 or 30-minute response time to your call during normal business hours. Be very wary of companies without documented response times which may be a sign of disorganization, over utilization, and/or inexperience. Our response time goals start at just 15 minutes.



Q4

How do we contact you for support?

Our Answer: Once a go-live date is established, we distribute to whomever is authorized, a complete welcome document that explains all methods for contacting our support technicians. You can email, call, or create your own incident through your access to our Professional Services Automation (PSA) system which creates incident tickets that will keep track of every request and all the pertinent details through resolution.

Q5

Do we get a dedicated person to service our requests

Our Answer: Each client is assigned a primary technician and 2 other backups in order to spread the availability for quicker incident resolution. Our systems allow for the sharing of all your company details, including previous resolutions so that anyone on the team has access to the same exact information to assist you as quickly as possible.



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I.T. Managed Services:

Q6

What does your managed technology services and support consist of?

Our Answer: Managed Service Providers (MSPs) must be able to proactively monitor for problems and perform routine maintenance on your systems. They must have some form of ticketing AND Remote Monitoring and Management (RMM) system to be effective at supporting your infrastructure. Without these and many other tools (we call our *technology stack*), they are not a true MSP and you will want to look elsewhere. Our systems continuously monitor your technology infrastructure observing for developing problems, security and other issues, so they can be alerted and addressed BEFORE they turn into bigger problems.

Q7

What is NOT included in your managed services agreements?

Our Answer: Another *gotcha* many technology services companies fail to explain is what is NOT included in their monthly managed services agreement that will trigger an invoice. If they offer an *all-you-can-eat*, you should be wary of many gray areas that will exist. Reputable MSP's reveal the limitations to their inclusive agreements and are up-front about these types of projects. It's very common for projects not to be included, like a server upgrade, moving offices, adding offices, adding new employees and, of course, the software and hardware you need to purchase to run your business. Be certain to obtain an accurate list of areas of support outside the agreement and typical examples of *projects*.



Our TotalCare managed services agreement is completely transparent and covers all listed maintenance items under management. Our scope of uncovered services is well documented and examples include:

- Parts, equipment or software not covered by vendor/manufacturer warranty or support.
- The cost of any parts, equipment or shipping charges of any kind.
- The cost of any software, licensing, or software renewal or upgrade fees of any kind.
- The costs of any 3rd party vendor or manufacturer support or incident fees of any kind.
- Failures due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.

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Q8

Is your help desk local or outsourced?

Our Answer: Be careful because smaller IT companies may outsource this critical function. As a result, you may get a tech who is not familiar with you, your network, previous problems and personal preferences. Or worse, they may not be qualified. This can be frustrating and lead to the same problems cropping up over and over, longer resolution time and you having to spend time educating the tech on your account.

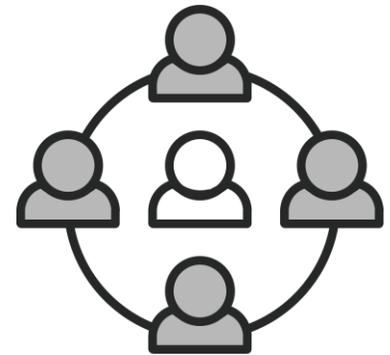
Our local, dedicated resolution team of technicians will get to know you, your company, as well as your preferences and history so they'll be more capable of successfully resolving your IT issues and handling things the way you want.

Q9

How many engineers do you have on staff?

Our Answer: The real question is probably; *Do you have enough technicians to handle our company size?* What we have found is that the majority of customers (up to hundreds of computers) can be successfully managed by a support team of 3 technicians: one main contact who handles the majority of incidents, and another two for proper incident resolution times per the goals in the agreement. We make certain we maintain the number of employees necessary to manage all our partners.

ALSO: Ask how they will document fixes, changes, and credentials for you organization so if one tech is out or unavailable, another one can step in and know your network settings, history, previous issues, etc. and how those issues were resolved. This is important or you'll be constantly frustrated with techs who may need to start from scratch to resolve an issue which may mean more downtime and thus, less productivity.



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Q10

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

Our Answer: Network documentation is exactly what it sounds like: the practice of maintaining detailed technical records about the assets you own (computers, devices, software, directory structure, user profiles, passwords, etc.) and how your network is set up, backed up and secured. Every technology support company should offer this to you in both written (paper) and electronic form at no additional cost and update it as necessary.

Why is this important? There are several reasons:

First, it shows professionalism and integrity in protecting YOU. No technology support person or company should be the only holder to the keys of the kingdom. Because we document your network assets and passwords, you have a blueprint you can give to another technology support person or company to take over if desired.

Second, good documentation allows the engineers working on your account to resolve problems faster because they don't waste time rediscovering and troubleshooting your network trying to find things and uncover accounts, hardware, software licenses, etc.

Third, if you had to restore your network after a disaster, you'd have the blueprint to quickly put things back in place as they were.

Finally, and most important, if you ever need to switch technology support providers, your replacement company will be able to take over quickly because the network has been documented properly.

All of our clients can receive this in electronic form at no additional cost. We also perform updates as necessary for all documentation that belongs to you and is available by request at any time.



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Q11

How often do you meet with us to discuss our technology and any shortcomings?

Our Answer: Our SBR's are provided annually or more often as necessary as in the case of new threats that were previously unknown.

In these meetings, we provide you with the status updates of projects we're working on and 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 vCIO meetings with you are decision maker discussions that cover current risks and their mitigations, business goals, improvements in our service delivery, technology services budget, critical projects, compliance issues where applicable, 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: Make sure you carefully review the cancellation clause in your agreement. Many technology support companies hold their clients hostage with long-term contracts that contain hefty cancellation penalties and will even sue you if you refuse to pay.

We will never force a client to stay with us if they are unhappy for any reason. We request the opportunity to resolve any stated grievances, but beyond that our clients are only obligated to pay the remainder for specific assets for which we've invested for the term of the original agreement. An example may be the cost of the managed firewall we've included in the agreement.

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Cyber Security:

Q13

What are the most common breach points for all networks?

Our Answer: This answer is a bit subjective, but a prospective technology services company should be able to rattle off at least a few areas.

Techspert has identified the 6 most common breach points in every network, and we've tailored our solutions to defend those breach areas, so our clients don't have to worry about ransomware. And should a breach occur (no solution is 100%!) our incident response (what is done AFTER a breach to get you up and running again) is built on industry best practice with highly effective recovery procedures which minimize downtime and loss of data. To date our customers have never been afflicted but we know the possibility exists, so we aren't resting on our laurels, and constantly monitor the threat horizon to improve our cyber defenses.



Q14

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

Our Answer: The key is that they HAVE an answer and don't hesitate to provide it. Some of the things they should mention are:

- 2FA (two-factor authentication) or MFA for Multi-factor Authentication
- Advanced end-point protection, NOT just antivirus
- Security Information and Event Management (SIEM)
- Zero-trust application control
- Secure WiFi
- Network Segmentation or VLAN's

Because a combination of these lockdown strategies are essential to protecting your network and data, we employ all relevant strategies we deem necessary for the cyber defenses for our high-level of cyber defenses.

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Q15

What cyber insurance do you carry to protect me?

Our Answer: Here's another way to approach this topic. You can ask "if YOU cause a problem with our network that causes downtime and thus loss of productivity and/or other assets, who's responsible? What if one of your technicians gets hurt at our office or damages our property while there?"

In our overly litigious society, it's better to be certain that your chosen technology services company is adequately insured with both errors and omissions insurance, workers' compensation and cyber liability. It is advisable to request their policy for review.

If you get hit with ransomware due to their negligence, someone has to pay for your lost sales, the recovery costs and the interruption to your business operations. If they don't have insurance to cover YOUR losses of business interruption, they might not be able to pay, and you'll have to end up suing them to cover your costs. If sensitive client data is compromised, who's responsible for paying the fines that you might incur and the lawsuits that could happen? No one is perfect, which is why you need them to carry adequate insurance.

We do keep our \$1MM+ EPLI, E and O, and Cyber Insurance policies active and renewed annually.



Q16

Who audits YOUR company's cybersecurity protocols and when was the last time they conducted an audit?

Our Answer: Nobody should proofread their own work, and every reputable technology services company will have an independent third party reviewing and evaluating their company cybersecurity for best-practices.

We've partnered with multiple third-party companies that assist in our development of our best-practice and cybersecurity standards and standard operating procedures. Our operations are under continual review, and we discuss in detail as often as necessary with these partners. In doing so, we too practice what we preach and have many eyes peering at our operations to ensure both our and our clients' assets are safe under our management.

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Q17 Do you have a SOC?

Our Answer: A SOC (pronounced *sock*), or security operations center, is a centralized department or entire company solely utilized for cybersecurity and defense with the capabilities for all aspects of reporting including regulatory and compliance.

This functionality is CRUCIAL to the success of your cyber defenses and is certainly a deal-breaker should the prospective technology services company not have one or is not partnered with one to provide these necessary services.

Our dedicated SOC partner provides the necessary and relevant services to help ensure all layers of cyber security and defense are in place and operating correctly both at our Network Operations Center (NOC) and your company.



Backups And Disaster Recovery:

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

Our Answer: There are two aspects to backing up your data that most business owners don't realize. The first is *fail over* and the other is *fail back*. As a comparison, if you get a flat tire, you would fail over by putting on the spare tire to get to a service station where you can then fail back to a new or repaired tire.

Depending on the type of disaster, you'll need to fail back internally or via the cloud in the case of natural disasters such as fire, flood, tornados, etc. Without offsite backups, your business would cease in a natural disaster scenario

Our standard Recovery Time Objective (RTO)—how long it will take to get you operational after a hardware failure— is one day or less. This is a common standard. We can provide shorter RTO's but costs can exponentially increase as you shorten this timeframe. Critical operations should be considered when discussing your RTO requirements. Our standard is only a default, and we can't answer the question "How long can you afford to be down?" for you.

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Q19

Do you **INSIST** on performing periodic test restores of our backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: A reputable technology services company will require a DAILY test to ensure entire backup images are available and bootable! In addition to this, they should periodically perform test restores of files from backups to make sure your data CAN be recovered in the event of an emergency.



If you don't feel comfortable asking your current I.T. company to test your restores OR if you have concerns and want to see proof yourself, just conduct this little test: Copy three less-important files onto a thumb drive (so you don't lose them) and delete them from your server. Make sure one was newly created that same day, one was created a week earlier and the last a month earlier. Then call your IT company and let them know you've lost three important documents and need them restored from backups as soon as possible. They should be able to do this easily and quickly. If not, you have a problem that needs to be addressed immediately!

Verifying your backups daily and literally testing them on a regular basis, is a cornerstone of a successful overall Business Continuity and Disaster Recovery plan.



TIP: Ask your I.T. provider about the 3-2-1 or 3-2-1-1 rule of backups. The 3-2-1 rule is that you should have three copies of your data: 2 local copies of your data (working and backed up) plus an additional 1 copy offsite (cloud). The 3-2-1-1 or 3-2-2 rule adds an additional *immutable or air-gapped* copy that is read-only and cannot be degraded by ransomware or any other malware.

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Q20

If we were to experience a location disaster, pandemic shutdown or other disaster that prevented us from being in the office, how would you enable our employees to work from a remote location?

Our Answer: If COVID-19 taught us anything, it's that work-interrupting disasters CAN and WILL happen when you least expect them. Fires, floods, hurricanes and tornadoes can wipe out an entire building or location. C-19 forced everyone into lockdown, and it will happen again.

Your prospective MSP should have secure methods and solutions for a remote workforce and should be able to explain in detail how that would work for you.

Our secure multi-factor authentication VPN's and site-to-site VPN's have enabled our clients to work from anywhere, regardless of the situation. Our customized remote solutions will allow the necessary and authorized access to your data any time from anywhere.



Q21

Show me your process and documentation for disaster recovery.

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.

One thing you will need to discuss in detail is how they would take over your current I.T. company (see Q1).

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Other Things To Consider:



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

Being able to effectively communicate to a customer at THEIR level is highly important. We train our technicians to handle all levels of experience.

Our technicians are trained to take time to answer your questions and explain everything in simple terms.



I felt fairly confident regarding Cybersecurity with the previous firm I was with, however after learning from you and talking through our current set up, I am nervous we are at risk without further intervention. Techspert's overall knowledge with current threats and how they change daily made me realize I was missing this important component with my previous vendor. In addition, setting up older proprietary shop related machines was missing.

*Also, Techspert's risk assessment demonstrated how we may be currently and unknowingly exposed. Business is hard enough when everything goes right. To be down an extended period of time in today's world because of computer issues is too much of a hardship. – **Tim Gorbach, Treasurer, A&C Welding, Inc.***

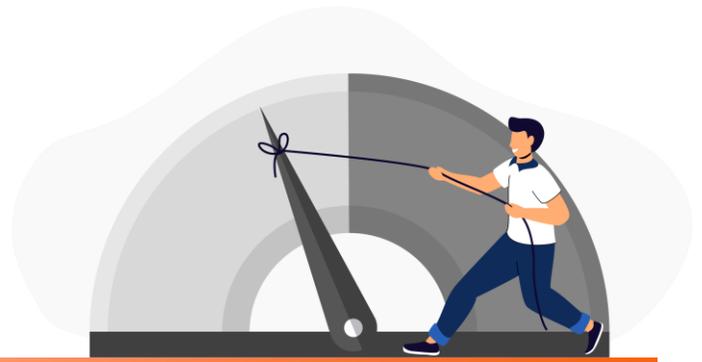


Do they have expertise in helping clients like you?

Our decades of experience specializing in the construction and manufacturing industries has enabled us to quickly evaluate and understand these types of business processes and offer tried and tested solutions. We've many customers outside of these industries too!

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The 4 Most Costly Misconceptions About I.T. Services



Misconception #1: My data network doesn't need regular monitoring and cybersecurity maintenance (managed services).



This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough NOT to have encountered a major system failure that caused data loss either from human error (or a disgruntled employee), failed hardware, or even a ransomware attack, but that's just like someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

I.T. networks are complex and dynamic systems that need regular updates and maintenance to stay running, secure, efficient and problem-free – especially now with the proliferation and sophistication of ransomware and threat actors. Here are just a FEW of the critical updates that need to be constantly managed:

- Endpoint Protection (Anti-ransomware)
- Firewall updates and monitoring
- Backup operations monitoring and test restores
- Operating system patching, updates, and management
- Monitoring hardware for signs of failure
- Microsoft and OTHER software patching

If an I.T. support company does not insist on regular, automated monitoring or maintenance of your network, especially for cyber defenses, DO NOT HIRE THEM.

1. Either they don't know enough to make this recommendation, which is a sure sign they are grossly inexperienced or...
2. They recognize that they are *profiting* from your I.T. problems and don't want to recommend steps toward prevention, which would reduce the number of issues you pay them to resolve.

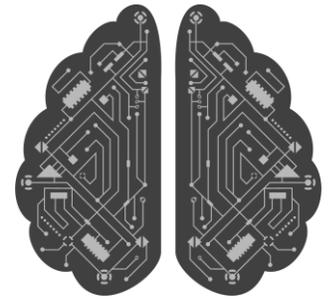
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Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager *knows I.T.* and can take care of our network.



Most people look for a part-time *guru* for one reason: to save money. But this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced employee or friend who was just trying to help.



If the person you have supporting your technology does not *LIVE* I.T. as a career, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. I.T./technology has so far advanced, if your support team doesn't have a century or more of combined experience, you really should understand the risk of going out of business should a disaster occur. As with everything in life, the old adage holds firm, *you get what you pay for*. That's not to say you need to go broke to find a great I.T. support company, but you shouldn't be choosing one based solely on price either.



Misconception #3: You shouldn't have to pay *that much* for I.T. services.



The range of average hourly rates in Northeast Ohio is between \$150-\$250/hour, depending on the project. Nowadays, network techs and engineers are highly skilled professionals with decades of experience and many certifications which makes them very expensive and in demand! In order to hire and keep the best talent, these average rates are required. **When you see low I.T. services fees, it's because of one of the following:**

1. They are just starting out and won't have an adequate team with the ability to help you overall.
2. They are hiring inexperienced college grads or *newbie* technicians because they can be hired inexpensively. OR they allow interns to support your network because they don't have to pay them at all. Low-experience techs will have some or all of these characteristics:
 - They improperly diagnose problems, which means you're paying them to fix the wrong thing and they still won't resolve your issue.
 - They take three to five times as long as an experienced technician which ends up costing more! Multiply this over and over again.

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With your files, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced support option maintaining your technology?

We propose *VALUE* for the right price. We aren't the least costly and we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates ONE TIME than make excuses for POOR SERVICE forever. That said, we're not the most expensive either. We simply feel that we should offer great service at a fair price. That's why we have been in business for over 20 years and have many customers who've been with us since the beginning.



Misconception #4: An honest I.T. services company should be able to give you a quote over the phone.



We've been developing our craft for 20+ years and resolving incidents starts with considering the multitude of variables that all are part of the complex equation that allows for everything to work in the first place. Without seeing and experiencing every environment, it is impossible to quantify any risk associated with your infrastructure.



Our process is tried and true and we won't even offer our professional support and expertise without the opportunity to assess the environment.

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A Final Word and Free Offer To Engage With Us

I hope you have found this guide helpful and enlightening. We've spent decades on perfecting our systems and have detailed our experiences herein for your benefit. 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 companies luring you in with cheap prices.

The next step is simple: call our office at 216-800-7888 and reference this letter to schedule a brief 15-minute initial consultation.

On this call we can discuss your unique situation, any concerns you have, and of course, answer any questions you may have about us. If you feel comfortable moving forward, we'll schedule a convenient time to conduct our proprietary 27-Category Technology Review.

FREE Cybersecurity Risk Assessment

*This is **completely free**, and without obligation or expectation for you to hire us. We hope once you experience our professionalism, expertise, and transparency, that you'll want to engage in a long-lasting mutually beneficial business relationship.*



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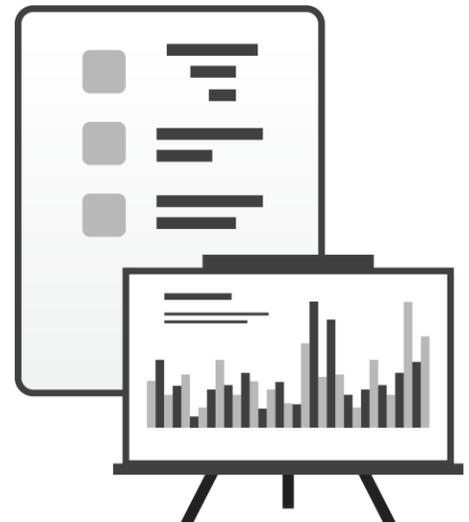
This Assessment can be conducted with or without your current technology service company or department knowing (we can give you the full details on our initial consultation call).

Your time investment is minimal: 15 minutes for the initial phone consultation and about one hour for the second meeting to go over what we discover). **At the end of our process, you'll know:**

- Where you are overpaying (or getting underserved) for the services and support you are currently getting from your current I.T. company or team.
- Are your I.T. systems truly secured from hackers, viruses and rogue employees?
- Are your backups configured properly to ensure that you could be quickly back up and running again after a disaster?
- Are you unknowingly exposing your company to expensive fines and litigation under new Ohio data breach laws (where applicable)?
- 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?

Ultimately, we'll provide you with an *EASY-TO-UNDERSTAND* assessment of our findings with green, yellow, and red indicators of risk. Your overall score is based on the 27 categories and will demonstrate any areas of cyber defense vulnerabilities, potentially troublesome devices, business continuity and disaster recovery risks, etc. We'll also provide you with an Action Plan on how to remediate any less than favorable situation or problem we discover – and if you choose, we can assist you in its implementation.

With my personal 30+ years of experience, I can practically guarantee I will find specific vulnerabilities and breach areas in your network. And if nothing else, our Risk Assessment is an easy and no-cost or obligation method for a valid third-party assessment to verify your security and give you peace of mind.



Dedicated to your cybersecurity, productivity, and minimal downtime,

Adam Siemienski, President
Techspert Data Services, LLC

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office at **216.800.7800**

What Our Clients Have To Say

"I am very secure in knowing that I have the right company working on my network to keep our environment safe and secure. I can't compare other IT companies with Techspert because we've been doing business for over 20 years! I would highly recommend Techspert Data Services to any business."

– Sharon Lunato, CEO, Relmec Mechanical LLC

"When it comes to Techspert's cybersecurity expertise, we feel like we are in a very safe place with the measures that have been implemented. The steps we have taken are a big deterrent to anyone with malicious intentions. Also, Techspert is exceptionally responsive and tentative to any questions or issues that come up. Previous IT companies I've dealt with have been challenging to get a hold of, especially when you need them the most. The outsourcing technology services requires trust and I completely confide in the Techspert team to manage and protect all our sensitive data."

–Chris Sheiban, Vice President, Sheiban Jewelers

With Techspert's expertise and experience, we feel very secure. Techspert is the only IT firm I've worked with and I don't care to ever find out about any others. I'd recommend Techspert to anyone I know. It's invaluable to be able to go to an IT firm with problems big or small and have them fixed as quickly as possible.."

– Jonathan Collins, Diamond Steel Construction Co.

"I'm confident that Techspert is continually pro-active against threat actors. We have yearly discussions at minimum to provide updates and upgrades to our system to keep our company as safe as possible. We have trusted, and have worked with Techspert so long, there is not much of a comparison to make. Their response time is almost always immediate, and there is always someone on their team to help solve our problems. I would gladly share their expertise with anyone. I have recommended Techspert to others and will continue to do so.."

– Ben Yost, Yost Foods, Inc.

Check out many more on our website:

<https://techspert-data.com/testimonials/>

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