



The Small Business Owner's Guide To IT Support Services And Fees

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)

Read this guide and you'll discover:

- ü The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- ü 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.
- ü Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- ü 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.
- ü 21 revealing questions to ask your IT support firm BEFORE giving them access to your computer network, e-mail and data.

Provided as an educational service by:
Omar Garcia, Owner
RGV CompuTech, LLC
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Never Ask An IT Services Company, “What Do You Charge For Your Services?” Instead You Should Ask, **“What Will I Get For My Money?”**



From The Desk Of: Omar Garcia
Owner, RGV CompuTech, LLC

Dear Colleague,

If you are small business owner that is currently looking to outsource some or all of the IT support for your business, 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 Omar Garcia Owner of RGV CompuTech, LLC. We’ve been providing IT services to medical clinics in the Mid-Valley area for over 10 years now. You may not have heard of us before, but I’m sure you’re familiar with one or more of the other medical practices 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 owner thinks about, understands or knows 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 business owners 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,

A handwritten signature in black ink that reads "Omar Garcia". The signature is written in a cursive, flowing style.

Omar Garcia



About The Author



In 2000, Omar was introduced to a local pulmonologist by his wife as she studied to become a Physician Assistant. The doctor needed to remote access a computer in Weslaco from McAllen as he needed to review sleep studies in the wee hours of the night without traveling to the clinic in Weslaco. (back in those days, remote access was not as common and required additional software and configuration). The doctor was starting his practice and was very interested in electronic medical records (EMR). Omar became involved in the research, acquisition and implementation of his EMR system. As the word got out, Omar helped other local physicians research, acquire and implement their EMR systems.

Omar worked with local physicians and their staff, and he had a vision of providing services, custom applications and to create device to emr interfaces that allow staff to provide patient care and not worry about or work on computer problems or data import. In 2001, Omar started RGV CompuTech, LLC as Computer Solutions, one of the RGV's first and premier IT firms that focused on customer service for physicians implementing and maintaining an emr application. Omar restructured in 2008, taking the name RGV CompuTech, LLC and in 2009 began implementing managed IT services. Over that 18 year evolution period, RGV CompuTech, LLC has become a leading full service technology solutions provider for Network Management, Cyber Security, Business Continuity, EMR help desk and HIPAA compliance services.



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 small business. 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 HIPAA security rule, business continuity, technology work-flow solutions, 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 patients), 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 50 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 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 \$40 and \$125 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 Rio Grande Valley, that fee is somewhere in the range of \$200 to \$299 per server and \$60 to \$75 per desktop.



If you hire an IT consultant and sign up for a managed IT services contract, here are some things that SHOULD be included:

- Security patches applied weekly, if not daily, for urgent and emerging threats
- Antivirus updates and monitoring
- Breach Detection Services
- Network Documentation
- Monthly Reports
- Spam-filter installation and updates
- Spyware detection and removal
- Computer Backup monitoring
- Server Backup monitoring
- Offsite Data Backup Services
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed
- Network Monitoring
- Secure Remote Desktop Services
- Answer phones live
- Remote Help Desk
- On-Site Support

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!

- Microsoft Office 365 Licenses
- Business Class Anti Virus Software Licenses
- Dark Web Monitoring
- Web content filtering
- Next Generation Threat 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 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 20 questions to ask your IT services provider that will clarify exactly what you’re getting for the money. Some of these items may not be that important to you, while others



(like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

20 Service Clarification Questions You Should Ask Your IT Services Firm 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 from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, even on weekends. Why? Because many of the businesses we support work outside normal business hours or on weekends. 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. 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 will take time to answer your questions and explain everything in simple terms. Just look at what this client had to say:

Approachable, Solves Problems, Provide Good Results

Availability is the single biggest benefit I receive from RGV CompuTech. I know I can contact a technician whenever needed.

I like the fact that Omar and his team is approachable, solves problems and provide good results.

Stop thinking about hiring RGV CompuTech, don't hesitate just go for IT!

Clark Boyer M.D., Valley Pediatric Cardiology
Donna, Texas



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 conduct 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 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? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with errors and omissions insurance — and don't be shy about asking to see their latest insurance policies!

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 where 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 on time and on budget?

Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. 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 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 provide you with bi-weekly and monthly reports that show 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 our clients get an executive report that shows the overall status of their network. Additional reports include an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).

Q10: Is it standard procedure for them to provide you with written network documentation detailing 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 network.

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?
- Is hardware and/or software included?
- 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 secure remote desktop services provided?



We feel that IT services should be more than just labor to fix computers or servers. We become your in-house IT staff that ensures everything you need is in place to run an efficient secure network for a flat monthly fee. No monthly surprises. No delays. Simple to budget.

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 a configuration?

Our Answer: We make sure all of our clients have at least a local backup of their server and their computers using USB drives or server attached drives. We include backup software for local and cloud backup of critical data.

Q14: Do they backup the whole server or just the data?

Our Answer: We backup the complete server to encrypted external drives or the backups themselves are encrypted. Backing up the complete server allows for the fastest restore time as the server will be in a running state with all the necessary programs installed. If only the data is needed, that can be recovered individually as well.

Q15: Do they insist on backing up your server 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 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 U.S.-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 to keeping your data secure.

Q18: 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. We believe these are minimum requirements for delivering a professional service.



Q19: 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.

Q20: 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

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.

Looking forward to your call!

A handwritten signature in dark ink, appearing to read "Omar Garcia". The signature is fluid and cursive.

Omar Garcia
President, RGV CompuTech, LLC
Phone: 956-475-3519
Web: www.rgvcompuTech.com



See What Other Business Owners Are Saying:

Response Time, Availability & Knowledge is Second To No One!

If you're looking for an IT company whether you're just starting out or your practice needs a re-evaluation of your current IT infrastructure, don't hesitate to work with Omar and RGV CompuTech.

Since our transition to eClinicalWorks in 2011, RGV CompuTech has been with us every step of the way with recommendations and input to do what is best for our practice. RGV CompuTech's service response time, availability and knowledge allows us to focus on patient care and not worry about network problems.

Good service is not a matter of cost. It is getting the job done. Give Omar a call today.



Roger Heredia, M.D.
Mid Valley Family Practice Associates
Weslaco, Texas

Experienced Reliable Competent Service

Are you tired of trying to fix your own IT problems? STOP and call Omar at RGV CompuTech. As a medical doctor, I can do my job of taking care of patients and not worry about computer problems because I get prompt, competent, reliable service. I benefit from knowing that I have an IT team I can easily call on for any of my IT needs.

If you're using an electronic medical record system to run your practice, contact the experienced professionals at RGV CompuTech today for any system upgrade, frozen computer or network problems.



Joslyn Oakes, M.D.
Charming Pediatrics
Weslaco, Texas



No Worries For Me!

The single biggest benefit to using RGV CompuTech is reliability. I know our network is available when we need it, no worries for me!

Compared to other IT firms we have worked with in the past RGV CompuTech provides fast service and quick issue resolution.

If you are on the fence about choosing an IT firm, Give Omar a call they are reliable, trustworthy, locally owned and operated.



Sue White, RN
Owner/Director of Nursing
Harlingen, Texas



Network, Computer & Server Monitoring Gives Me Peace of Mind!

As my OB/GYN practice grew, I implemented a leading Electronic Medical Record (EMR) program in 2006 and we were referred to RGV CompuTech by the EMR vendor.

RGV CompuTech's knowledge not only of IT but of our EMR software application enabled us to thrive and grow without hardware or software headaches.

Working with Omar has allowed my practice to easily qualify and quantify growth recommendations. The constant offsite monitoring of our system and the multiple modes of backup of our critical data gives us great peace of mind as we have never lost any data for close to 14 years.

I highly recommend Omar and RGV CompuTech to any provider or practice administrator that wants their staff to focus on patient care and not worry about their data.



Hearther Daley, M.D.
WomanKind OB/Gyn
Mc Allen, Texas



Creative Technology Solutions Help Patient Care!

Since 2001, Omar has moved our technology forward through different and sometimes difficult circumstances.

As our practice grew from a single provider to 10 providers, Omar has been with us every step of the way and ensured our systems produced results even when the emr vendor could not. Omar developed custom software solutions that streamline several department work flows that allows our staff to spend less time working with documents and more time on patient care.

In addition to our medical clinics, we have sleep labs that rely upon RGV CompuTech whenever sleep software related issues arise. Our sleep techs get fast local service either remotely or on-site and the constant monitoring and updates to our network ensure that all of our users have access to our patients records at all hours of the day.

If you want to ensure access to your patient records and improve clinic efficiency, call Omar today!



Enica Compres
Practice Administrator
Pulmonary & Sleep Center of the Valley
McAllen and Weslaco, Texas



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Clark Boyer M.D.
Valley Pediatric Cardiology
Donna, Texas

Clear Communication & Timely Resolution

I really appreciate the clear communication of the remote monitoring and management system that RGV CompuTech uses on my network. Support tickets are easy to create and I get prompt responses and resolutions in a timely manner which allows me to run my business flawlessly.

You need an IT firm that helps you focus on running your business, I encourage you to contact Omar at RGV CompuTech.



Maria Teresa Camacho, M.D.
RGV Pediatric Critical Care
Harlingen, Texas



The Top 9 Reasons Why You'll Want To Outsource Your IT Support To Us:

1. **WE TAKE SYSTEM UP-TIME SERIOUSLY:** Our backup and business continuity tools allow us to recover a server in minutes not hours – even days --- to get a system back online. Disasters can strike at any time and range from a hardware failure to a hacker holding your data hostage with ransomware. You cannot afford to stop seeing patients and we ensure continued access of your patient records and business applications.
2. **WE'RE INSURED AND HIPAA COMPLIANT:** Our compliancy services help healthcare organizations perform a Risk Assessment that is pertinent to ensuring the confidentiality, integrity, and availability of electronic protected health information. We use a multilayered approach to network security that keeps your system free of viruses, malware, security holes and sitting time-bombs. We provide you with Network and Security reports for your HIPAA and MIPS/MACRA compliancy documentation that show the current status of your network.
3. **WE SUPPORT BOTH ON-PREMISE AND CLOUD EMRS:** You need a local IT support firm that is vendor agnostic and helps your staff adopt new work-flows for proper data flow. You and your staff focus on patient care and not application issues as we are your local go-to emr support specialists.
4. **30-MINUTE RESPONSE TIME:** We answer our phones live and we'll have a technician on your issue within 30 minutes or less. We are onsite in 1 hour for emergency calls and we work with emr vendors and parts suppliers for fast system restoration.
5. **PEACE OF MIND:** We take the hassle out of maintaining your entire network because we monitor all of our client's networks 24/7/365 so you never have to worry that a virus has spread, a hacker broke in or a backup has failed to perform. Providers and staff focus on patient care –practice administration, not on IT systems, security and backups.
6. **30-DAY MONEY BACK GUARANTEE:** We take pride in our work and stand behind it with our 100% 30-day money back guarantee!
7. **ONE STOP SHOP:** Cyber Security, Software Development, Managed IT Services, Disaster Recovery/Business Continuity Services, HIPAA Compliancy Services—everything a healthcare organization needs to run a smooth and trouble-free electronic health system.
8. **PROACTIVE SERVICES:** Our remote monitoring and management system performs proactive tasks against computers and servers. Constant event log monitoring triggers solutions to computer and network problems and it also alerts our technicians of an emergency problem such as a network or server outage.



9. **TAILORED SUPPORT OPTIONS:** To help you better manage your environment, we provide our customers with a tailored IT solution including back-end maintenance and monitoring for issues, user help-desk support with ticketing as well as strategy and technology budgeting. We have successfully provided these services for 18 years and can tailor a solution for your practice.