



Introduction

Since 1993, MyITpros has been providing Central Texas businesses with comprehensive IT solutions, guidance and support to ensure that technology always enhances our clients' ability to run a productive business. Our experience with all the diverse aspects of IT enables us to help clients focus on what they do best - running their business.

It's an approach that delivers scalable growth and ensures smooth IT operations for the companies we serve. **As a result, 98% of clients who sign up with us stay with us.**

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What Makes Us Different

We've been in business for more than 21 years – and we understand that clients want an IT department that is trustworthy, responsive, and proactive. The client is at the heart of everything that we do, and there are a few key things that make us different.

1. Response Times

We pride ourselves on our accelerated response times and always aim to achieve 100% client satisfaction. We get it - clients don't want to spend time waiting on a call back from support.

- Our average response time is under one hour and we offer a financially-backed Service Level Agreement (SLA) that provides clients with a two hour response time.
- Our ability to respond quickly is enabled by MyITpros rigorous team-based approach.
- When you call our Help Desk during business hours, a live person will always be available to answer your call.

2. Team-Based Approach

We match clients with a dedicated account manager serving as a single point of contact for communications. Whether it is a network, hardware or software-related issue, your dedicated account manager will work with the MyITpros service team to quickly provide a solution. With a team-based approach, clients benefit from having:

- Access to a deeper breadth of knowledge and greater total combined years of experience across MyITpros team members.
- The convenience of a dedicated manager and a rigorous account management process to ensure optimal client satisfaction and reliable communications.

How We Help Ensure Client Satisfaction

Monthly Account Review

- Review recent account activity, submitted tickets, recap key/findings issues
- Network updates
- Report on project work
- Account planning

Quarterly Review: On Site

- Physical inspection of IT environment
- On site meetings with end users
- Identify/fix any potential maintenance issues
- Report on current projects and planned upgrades

Bi-Annual Account Review

- Deliver comprehensive report card, grading every aspect of IT environment
- Review past 12 months of invoices with business mgr
- Formalize IT budget recommendations and forecast budget: 6 to 12 month outlook

3. Regular Reviews, On Site Visits and Reporting

Regular account reviews, on site visits, and well-defined reporting processes help ensure that IT operations run smoothly for clients. We take a proactive approach to address potential IT needs and risks that may arise, providing detailed reporting on the status of work orders, provide informed guidance on IT budgets and recommended upgrades, always keeping clients abreast of how their IT environment is performing.

4. Our Contracts

We believe in cultivating long-term client relationships, helping clients to leverage IT as a competitive advantage, and providing value-added services for our clients. This approach is reflected in the way that we structure our contracts.

When you do business with MyITpros:

- We will never make you sign a long-term contract. We believe client retention should be driven by the continued value recognized in the work that we do.
- We will provide value-added services that simplify costs and business processes. For example, our Help Desk provides clients with unlimited calls and support at fixed rate.
- We make it easy to do business and offload all the details and management of IT from your plate. For example, we can handle management of all of your IT vendors as well as your procurement needs – saving you time, money and headaches in the process.



About MyITpros

For more than two decades, MyITpros has been helping growing businesses to effectively manage and plan for their IT needs. We deliver not only strategic solutions, but also expert consulting to help make wise technology decisions and offer first-rate support to keep things running smoothly. Whether you need expert guidance to help develop technology strategy, or just some extra help with a specific project, MyITpros is here for you. Our services include Managed Services, Cloud Computing, Network Security Services, Phone and VOIP Services and Project IT Services. Learn more at www.myitpros.com.