



# 16 Questions You Must Ask Before Hiring Any IT Company

Extremely Helpful Strategies and Tips  
Before Giving Anyone Access to your  
Computer Network



**next I.T.**  
technology solutions  
that make business sense

This free report will explain in simple, non-technical terms what you need to look for when outsourcing your IT support, as well as cost-saving strategies, insider tips and 16 revealing questions you must ask any computer consultant before giving him access to your computer network. If your current guy can't answer a confident "YES" to all 16, it might be time to look for someone else.



### ***You'll Discover.***

- The single most expensive mistake most small business owners make when hiring an IT consultant.
- The surprising reason most small businesses fall victim to sub-standard support.
- What some IT consultants are doing to take advantage of business owners, and how to make sure you're not one of them.
- How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

*From the Desk of...*

## **Eric Ringelberg, CEO**



Although we've never met, I'd be willing to wager a bet that your computer network – and the critical data it holds – is not nearly as secure as you think it is. **How do I know?**

Because over and over again I'm absolutely HORRIFIED by the incompetence and irresponsibility I discover when I audit most business networks. In 98% of the computer networks I review, I find faulty or non-existent backups, security loopholes, shoddy reporting, and flawed systems that simply cost more to maintain and don't align with the operations of the business.

Plus, not a week goes by where we don't get a '911 crisis call' from a business owner with a major technical disaster that COULD have been prevented. **Why do so many businesses pay for substandard computer support?** Simply because they don't know how to truly verify that their network IS secure and end up having to take someone at their word.

That's why I've decided to write this report for all the business owners in our area to EDUCATE them about what to look for in an IT consultant. Quite honestly, I'm shocked at the oversights and sloppiness of most self-proclaimed "experts" and want to see the standards raised. In the following pages, you'll find a mini acid test you can use to determine whether or not your network really IS being supported properly.

Sincerely,

A handwritten signature in black ink, appearing to be "Eric Ringelberg".

Eric Ringelberg, CEO

# Is your network really being supported?

If your technician does not score a “YES” on every point, you could be paying for substandard support AND be wide open to a very expensive, very frustrating computer disaster:

<b>1</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they answer their phones “live” and respond to support issues in 1 hour or less?
<b>2</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Are they remotely monitoring your network 24-7-365 to keep critical security settings, virus definitions, and security patches up-to-date?
<b>3</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they INSIST on monitoring an offsite as well as an onsite backup, or are they letting you rely on outdated tape backups?
<b>4</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	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?
<b>5</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Have they provided you with written, network documentation detailing what software licenses you have, critical network passwords, and hardware information, or are they the only person with the “keys to the kingdom?”

6	<input type="checkbox"/> Yes <input type="checkbox"/> No	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?
7	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they provide detailed invoices that clearly explain what you are paying for?
8	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they explain what they are doing and answer your questions in terms that you can understand (not geek-speak)?
9	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they complete projects on time and on budget, or does every project end up taking longer and costing more than you expected?
10	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they offer any guarantees on their services?
11	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they arrive on time and dress professionally?
12	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
13	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do their technicians maintain current vendor certifications and participate in ongoing training, or do you feel as though they are learning on your dime?
14	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they take calls from other clients while working on your network (and on your dime)?
15	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have to manage their progress on projects, or do they provide frequent updates, status reports, and follow-up calls and e-mails?
16	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide open playing field with "time and materials"?

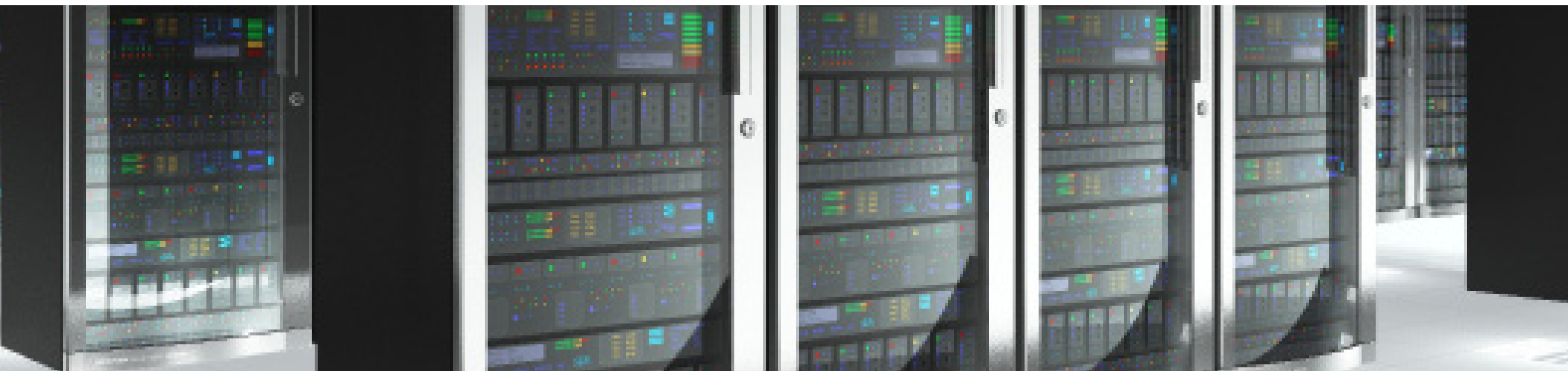
If Your Current IT Guy Failed This Test,  
I Want to Give You A **FREE** Network  
Audit To Make Things "Right"

*I know you are so darn busy running your business that you simply forget to think about the security and health of your computer network UNTIL something major happens.*

*If that's you, consider this a "friendly reminder" to get your network checked out – if nothing else, it's a good way to get a third party review of your network's security.*

# For FREE, We Will Come To Your Office And...

- Check your firewall's security settings to make sure you are protected from the latest hacker attacks, worms, and viruses.
- Scan and remove spyware that is secretly stealing your company's bandwidth, jeopardizing the speed of your computer system, and embezzling confidential information about you, your employees, and your business.
- Check your network's back-up system to ensure it is working properly and accurately backing up all of the critical files and information you never want to lose.
- Verify that you have the most up-to-date security patches installed properly; miss one critical update and you're a "sitting duck."
- Diagnose slow, unstable PCs.
- Perform a quick network "tune-up" to make programs and files load faster.





# Why Should You Care About This?

*Because there are literally dozens of ways hackers and viruses can access your network—undetected. Hackers can remotely control your network, corrupt data, and even spread spam, viruses, and 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.

## Okay...So What's The Catch?

I bet you're wondering why I'd be willing to give this away for free, so please allow me to explain. First off, I want to be clear that this is NOT a bait and switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way.

We are simply offering this Free Network Check-Up as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with.

**After All, Don't You Just  
Want Your Computer  
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:



*"I like having a dedicated Account Manager to act as a sounding board and technology consultant. He visits me monthly with reports and together we review the data looking for trends and confirming that our infrastructure is running as it should."*

**- Susan Dennison  
Pioneer Resources**



*"NeXt I.T. has become my sounding board for new ideas. As we read about new technology, NeXt I.T. consults with us, and either understands it already, or has a relationship with a vendor who does. They are always making us aware of new ideas or advances in technology. As a busy I.T. pro, I don't have enough time as I'd like to research advances in tech, and I appreciate that NeXt I.T. does that for me."*

**- Cheri Lombard  
Harbor Hospice**



*"Next I.T. has been instrumental in the development of our eCommerce site and the continued optimization of the site for top performance. What I appreciate about the Next I.T. team is that they really take ownership of our website, we feel like they are part of our team and part of our company. They are really concerned with our bottom line and the results that the website delivers. The Next I.T. team constantly brings us creative ideas on how to enhance our site and avoid letting the website become stagnant."*

**- Carrie Kelley  
Hackley Health Management**



*"What I love about Next I.T. is that they are not about the "sale" but, instead, they are 100% focused on helping you find a technology solution. We're a small non-profit with limited resources, and I'm very pleased to say that Next I.T. was extremely helpful coming up with creative solutions for our website that will be of significant, long-term benefit. It's pretty clear that Next I.T. is committed to customer satisfaction - starting with a solution."*

**- Melissa Freye  
Bluebird Cancer Retreats**



**Yes!**  
**Sign me up for a**  
**FREE Network**  
**Check-Up to Make**  
**Sure My Network**  
**IS Actually Secure!**



I understand that I am not obligated to do or buy anything by signing up for this offer. For free, one of our technicians will schedule an appointment to conduct a complete health check of my network to:

- Diagnose any computer network problem I am experiencing.
- Check my network's security against hacker attacks and viruses.
- Scan and remove spyware.
- Check my network back-up system to make sure it is working properly.
- Diagnose slow, unstable PCs.
- Perform a quick network "tune up" to make programs and files load faster.
- Discuss a project or upgrade I am considering, or even give me a second opinion on a quote I've received.

Upon completion, I'll receive a report that will show any problems, threats, or vulnerable areas that need to be addressed. If a problem is discovered, I will receive a recommended action plan and fixed-fee quote to resolve it with no hidden fees. Again, I am under no obligation to hire you to do any work.

**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.**

**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 fill out the form below and click submit OR call our offices at **866.388.6398** and we'll do the rest!

## MUSKEGON

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Muskegon, MI 49444  
231-739-6398

## GRAND RAPIDS

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Suite 201 SW  
Wyoming, MI 49519  
616-607-9290

## KALAMAZOO

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490092

## TRAVERSE CITY

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