

Historical field research¹ has revealed the top 4 reasons why small and medium-size businesses become dissatisfied with technology service providers and technical employees. This dissatisfaction often leads to termination of services/employment.

Ready for IT Success?
Click to Talk to Us!



1 Data Loss.

This one is baffling – how does the service provider you hire to ensure access to your data turn around and LOSE your data? Yet it happens. Not with us. Our storage infrastructure is based upon the industry-leading Datto Total Data Protection Platform.

2 Poor Communications and Customer Service.

If you're a business person, talking to IT folks can be... painful. Not to mention confusing – acronyms and buzzwords more often confuse rather than explain an issue. We are firm believers in "No Geek Speak." Clear and constant communications are important to our customers so they're important to us.



3 Technology Down-time.

When you outsource your network infrastructure and backup to a service provider, you're depending on them to run your systems 24/7 without interruption. Redundant systems (geographically separated to avoid downtime in the case of natural disaster) and automatic failover means we have the highest possible uptime – reflected in our service level agreements.



4 Security Breach.

With ransomware and other hacking activities appearing in the news on a frequent basis, network and information is a real concern for EVERY business. Regardless of size, you CAN be hacked. There is no such thing as perfect security – sometimes people make mistakes, click on a phishing email, and suddenly your network has been penetrated. However, we proactively address security issues (fixing them before you even knew there WAS an issue), ensure security patches are up-to-date, and monitor networks 24x7 to eliminate as many issues as humanly possible.

