



20 Critical Questions Your IT Consultant Should Be Able To Say “Yes” To



*What Every Business
Owner Must Know About
Hiring an Honest,
Competent, Responsive
And Fairly Priced
Computer Consultant*

Provided as an educational service by:

OPTI-VISE IT

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Don't Trust Your Company's Critical Data And Operations To Just Anyone!

This Business Advisory Guide Will Arm You With 20 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network.

Choosing the wrong computer consultant to support your network can be incredibly frustrating and expensive, and could end up costing you in downtime, data loss and expensive repair bills, not to mention the headaches and frustration!

Read this guide and you'll discover:

- ✓ The “dirty little secret” of the computer repair industry that most people don't know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- ✓ 20 revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- ✓ 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
- ✓ 3 mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.



From The Desk of: Kent Hamilton
President, Opti-Vise IT

Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about incompetent computer repair "gurus" bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an earful of the unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses that will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not the technician knows what they are doing. Sometimes this is out of greed for your money, but more often it's simply because they don't have the skills and competency to do the job right, but won't tell you that up front. 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 a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a "computer repair expert." **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make sleazy auto repair shops look like the pinnacle of virtue and competence.**

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**

Anyone who can hang out a shingle can promote themselves as a computer expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,

About The Authors



Kent Hamilton began his career as a mechanical engineer for Delco Products Division of General Motors. There he began his career in robotics and became increasingly interested in the emerging world of computers. Kent established his first IT business in 1988 which he steadily grew and was eventually purchased by DCS Technologies in Franklin, OH. Opti-vise IT was established in 2007 by Kent and his son, Kyle. He also serves his church as a member of the Board of Elders.



Kyle Hamilton began his IT career in 2001, serving as a network administrator for DCS technologies. He now serves as owner and Senior Engineer for Opti-Vise IT. Kyle is a member of the Datto Advisory Board, a world leader in backup and disaster recovery. He also participates in the local Rotary club and is a member of the Preble County Visual Art Center Board of Directors.

Since 2007, Opti-Vise has quickly become a trusted IT partner to over 60 businesses, serving small business in Ohio and Indiana. With over 60 years of combined technical experience, our team is committed to a consulting approach. We believe in partnering with our clients to understand their business goals, and helping them establish and maintain an IT environment that is predictable and reliable, so that they can focus on reaching those goals. Our clients commend us for our ability to communicate in terms that are easily understood, empowering them with knowledge and confidence in today's technology driven environment.

As a baseline, our team is committed to maintaining technical certifications. But to go a step beyond, a significant investment of time is made by our team engaging with the IT Channel. We believe whole-heartedly in networking with the leaders in the IT industry. That is why we maintain relationships with IT Business Leaders from all across the US, learning from their success how to better serve our clients. We also understand that it is critical to take advantage of the best hardware and software available. That is why we value and maintain great relationships with multiple IT vendors, allowing us to stay ahead of the curve in the constant evolution of technology.

20 Questions You Should Ask Your Computer Consultant Before Hiring Them To Support Your Network

Customer Service:

Q1: Do they answer their phones live or do you always have to leave a voice mail 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, including on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: 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 are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms.

Q3: 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 work 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 is to partner with our clients, providing an IT Vision that allows them to be more profitable, efficient and competitive.

Q4: 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.

Q5: Do they have adequate errors and omissions insurance as well as workers' compensation 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? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation – and don't be shy about asking to see their latest insurance policies!

Q6: Do they guarantee to complete projects on budget?

Our Answer: All projects are fixed-priced and guaranteed to be completed on budget. 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 on completing a project.

Maintenance Of Your Network:**Q7: 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.

Q8: Do they provide you with a monthly report that shows all the updates, security patches and the 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 a detailed report that shows 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.).

Q9: Is it standard procedure for them to provide you - upon request - with network information such as software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the “keys to the kingdom”?

Our Answer: Clients can request this information at any time, at no additional cost. We make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don’t suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don’t tolerate it!

Q10: 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.

Q11: When they offer an “all-inclusive” support plan, is it TRULY all-inclusive, or are their “gotchas” hidden in the fine print?

Our Answer: A popular service plan 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 AND make IT very easy to budget – 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?
- If the hardware is included, what happens if you cancel the contract?
- Are 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 home PCs used to access the company’s network after hours included or extra?

Our point here is that no “all-inclusive” is created equal. Make sure you ask A LOT of questions and have a clear understanding of exactly what’s included – and what is not.

Backup And Disaster Recovery:

Q12: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated media based disk/tape backups?

Our Answer: We do not allow our clients to use media based disk/tape backups because they are incredibly unreliable. We make sure all of our clients have fully automated onsite and offsite backups that are recoverable both locally and virtually.

Q13: 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?

Our Answer: Our backups are fully tested and validated daily. After all, the WORST time to “test” a backup is when you desperately need it.

Q14: Do they insist on backing up your network 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.

Q15: If you were to experience a major disaster, do they have a plan for how your data could be restored FAST and/or one that enables you to work from a remote location?

Our Answer: All of our clients have a plan for local and offsite disaster recovery 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:

Q16: Is their help desk US-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 for keeping your data secure.

Q17: Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?

Our Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through (guess who's hiring them?).

Q18: Do their technicians communicate and dress professionally?

Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, communicate in terms that are easily understood. 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 line-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.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn't need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to have never encountered a major disaster; but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Your computer network is just like a car: if you don't change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and a car is far simpler than a computer network!

If your computer support tech does not insist on some type of regular, automated monitoring or maintenance of your network, then DO NOT HIRE THEM. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn't offering you these services, you need to find someone else to support your computer or network for two reasons:

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*
2. They recognize that they are profiting from your computer problems and don't want to recommend steps toward preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

Either reason is a good one to get as far away from that person as possible!

Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.

Most people look for a part-time “guru” for one reason: to save a few bucks. 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 neighbor, friend or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone based on price alone.

Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they don't have to pay them at all – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you're paying them to fix the WRONG thing and they STILL won't resolve your problem. Case in point: A few years ago a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC, but simply disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to over \$275 to fix it!
2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.
3. They could do MORE damage, costing you more money and downtime.

With your client data, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced shop working on your machine?

We take the view that most people want value for their money and simply want the job done right. You will find that we are not the cheapest, but 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 a good service at a fair price. That's why we have been able to stay in business for 10 years and have many customers who've been with us that entire time.

Misconception #4: An honest computer support company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone.

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway – they give you a fixed, flat rate. Here's why...

One of the easiest ways to take advantage of a customer is to get them to agree to a time and materials repair. Unless you know what's wrong and how long it should take, they can soak you on the fees. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a flat-rate, fixed-fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

3 More Mistakes To Avoid When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations

are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.

2. **Choosing a computer consultant without speaking to several of their current clients.** Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients that are similar to you in size and scope. If they hesitate or cannot provide you with references, don't trust them!

Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

3. **Choosing a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the Stone Age. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come on-site; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.

A Final Word...

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. 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 the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE Data Security and Network Performance Assessment. This is, of course, provided for free, with no obligations and no expectations on our part. 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. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free “get to know us” offer to people we haven’t had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously we can’t help everyone, and our services might not be a good fit for you. Conducting this assessment enables us to help you evaluate whether or not we’re the right company for you without risking your money.

Looking forward to your call!

The Team at Opti-Vise IT
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FREE Data Security and Network Performance Assessment For All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE Data Security and Network Performance Assessment (\$500 value). During this assessment we will perform a comprehensive review of your entire network to look for potential problems, security loopholes, spyware and other hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can – undetected – gain access to and remotely control your network, corrupt your data and use your network as a conduit for spreading spam, viruses and even 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, more unstable and susceptible to viruses, spyware and hackers.

Media based Tape/Disk 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.

How To Request Your FREE Data Security and Network Performance Assessment:

Step 1: Go to the website below to complete our IT Analysis Questionnaire. Don't worry, it's simple and unobtrusive; if you don't know the answers to certain questions, just put "I don't know" as your answer:

www.opti-vise.com/itsurvey

Step 2: Once we receive your application and have reviewed it, Kelly from our office will call you and set up a time for us to meet.

The initial meeting will be between 30 and 60 minutes. This is where we really begin working to figure out exactly what you want and how to make it happen. We'll also initiate our **Data Security and Network Performance Assessment**.

Step 3: After that initial meeting we'll prepare a **customized IT Optimization Plan and a "Report of Findings"** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone's productivity in the fastest, most efficient way possible. This second meeting should be a real eye-opener for you.

If you see the value in engaging beyond that, great! We can talk about it at that time. And if you don't want to become a client—*that's OK too*. By the way, we've *never* had anyone feel like their time was wasted. EVER. That's why we can make this offer. WE DELIVER.

Read On To Hear What A Few Of Our Clients Have To Say:



After hiring Opti-Vise, we feel like we are now one step ahead.

“We moved to the Optimize-IT Network Support program a few years ago. We felt like we were always one step behind when it came to technology. After hiring Opti-Vise, we feel like we are now one step ahead. They took the time to get to know our business and our specific needs, and helped to upgrade our company’s tech infrastructure so our operations are more streamlined and efficient. Continuous monitoring helps prevent problems before they cause harm or network downtime, and we know that Opti-Vise is available should an

emergency arise.

For small businesses like us, hiring an IT company can have huge financial impacts. We feel like it is a necessary investment that gives us peace of mind. If you are looking for a reputable IT company with experience and expertise to keep your office running smoothly and efficiently, you should contact Opti-Vise.”

BRAD VANVLEET, *VanVleet Insurance*



We have been able to upgrade and streamline our network, making it much easier to use.

“Working with Opti-Vise enables us to focus on the needs of our company and provides a peace of mind knowing that our IT is in good hands. Their team is proactive, as well as reactive to needs when they arise. We have been able to upgrade and streamline our network, making it much easier to use. And we know that if we have an issue, we have a wonderful, competent network of professionals to help. We have been very happy since our transition to Opti-Vise IT.”

DOUG MIKESELL, *Reynolds Plumbing*



We can ALWAYS reach a person - not just an automated response – when calling their office!

“For us, peace of mind has been the single biggest benefit of working with Opti-Vise IT. Using their Data Protection services, we know that should anything happen to our building or computers, we will always have our most vital information available to operate business as usual. We are confident that the team at Opti-Vise has the experience to get the job done, and we appreciate that we can ALWAYS reach a person - not just an automated response – when calling their office.”

CARRIE TUCKER, *Catron’s Glass*



We receive quick friendly response and we're kept updated on the status of the ticket.

"The ability to easily create a service ticket for our IT problems has been wonderful. We receive quick friendly response and we're kept updated on the status of the ticket. We also receive an email when the problem has been resolved with detail of the problem. This makes it easy to match the ticket to a bill. We would absolutely recommend Opti-Vise!

KAREN KLINGLE, *Bockrath Flooring and Rugs*



The rapid response and friendly nature of the employees at Opti-Vise are second to none.

"The ability to operate on a daily basis knowing Opti-Vise is handling all of the potential malware, storage issues, and data retrieval has been a great benefit to our company. Opti-Vise keeps us updated with the latest technology and software through their two year rotation program and their customer service department far supersedes any of its competitors. The rapid response and friendly nature of the employees at Opti-Vise are second to none."

JESSICA LYKINS, *Ed Smith & Associates*



I knew that we had found an IT partner that we could trust to look out for our best interest.

I serve as the Senior Manager at Alpha and Omega Building Services (A&O) where we have more than 400 full time employees providing services on over 10 million square feet per day, 24 hours per day, and 7 days a week. The logistics required behind the scenes of our operation can be complex, and requires consistent connectivity and data access - on demand. We have been on the course of rapid growth, and to say we had out-paced our technology infrastructure would be an understatement. We found ourselves in a position that was not only affecting productivity, but presented some significant security concerns as well. I knew we needed to make a change. I also recognized that I was going to have one chance to get this right. I had to find a solution that could set us on the right course – quickly and efficiently.

Opti-vise IT came highly recommended by our accountant, but I am a strong believer in healthy competition, so I began discussions with multiple IT groups. I narrowed the pool down to four, then down to two. Ultimately, the decision came down to who gave us the most confidence. Opti-vise IT

not only had significant experience under their belt, they were very confident in their network design proposal and on-going support structure. Ultimately, that gave us the confidence we were looking for.

The downside to technology is that you can't purchase it and walk away. It requires constant attention and that represents an on-going cost. From my perspective, the challenge is not how to eliminate that cost, it's how to manage it.

At one point we ran into a significant issue regarding software compatibility with one of our servers. Instead of just bandaging the issue, the team at Opti-vise IT really stuck with it and did what they had to do to solve the problem at its core. While a bandage could have been a quick fix, it would have also cost us significantly more money and downtime in the future. Opti-vise IT did a great job at communicating this. I respect that work ethic and at that point I knew that we had found an IT partner that we could trust to look out for our best interest.

JENNIFER KEISH, Alpha & Omega Building Services



The assurance that we don't have any lapse in our backup gives us peace of mind regarding all our scheduling, payment postings, and patient information.

"It is great knowing that we have one contact for all our hardware/IT issues and our network is monitored continually. The assurance that we don't have any lapse in our backup gives us peace of mind regarding all our scheduling, payment postings, and patient information. Their goal is to keep your office running smoothly so when we do have an issue, they are quick to respond with either a phone call or an on-site visit to resolve the problem. We would highly recommend Opti-Vise – You will not be disappointed."

DONNA PRIODE, *Dr. Terrence L. Allemang*



Their capable staff have been willing to tackle a broad spectrum of projects without losing attention to detail.

"The ability to enter a service ticket at any time and know that it will get the attention it requires has been a huge benefit to our company. We have very much appreciated the level of personal attention and involvement by the Opti-Vise staff with projects both large and small. Their capable staff have been willing to tackle a broad spectrum of projects without losing attention to detail. I would definitely recommend them for any of your IT needs and feel that you would be pleased with what they would bring to the table and the attention they would give your project."

ROD BRUBAKER, *Brubaker Grain*