



## 23 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network



**DATA**CORPS  
.....  
TECHNOLOGY SOLUTIONS

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# **“What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive And Fairly Priced Computer Support Company”**

## **Don't Trust Your Company's Critical Data And Operations To Just Anyone! This Business Advisory Guide Will Arm You With 23 Revealing Questions You Should Ask Any Computer Support Company 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).
- ✓ 23 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.
- ✓ 5 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.

**Provided as an educational service by:**

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From The Desk of:

Angel R. Rojas, Jr., CEO  
DataCorps Technology Solutions, Inc.

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.

Or perhaps you've experienced this yourself as is often the case when someone calls my office looking for help straightening out someone else's mess.

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 these folks 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 unemployable 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. They have to go through years of education to get where they're at and have to continually re-educate themselves to stay there – along with peer review and regular demonstrations of competence.

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 or cyber security 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, lost or corrupt data files, or worse – a mishandled data breach carrying legal and/or criminal implications.

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 guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,



## About The Author

### WHO IS ANGEL ROJAS?

He is a passionate technology enthusiast obsessed with eliminating the hassle, waste, and headaches of all things digital for businesses in the greater Tampa Bay Area. DataCorps is dedicated to piloting the support and maintenance of business computer networks. While working at Wachovia, he saw the great tools that enterprise had available and knew he could do the same for small businesses at a price they could afford. Bringing over twenty six years of IT experience and over fifteen years of business experience to the table, he offers a wealth of wisdom that puts your business first and IT in its rightful supporting role.

### AFFILIATIONS

- Tampa Bay FBI Infragard, Board Member
- Tampa Electronic Crimes Task Force (U.S. Secret Service)
- USF Cybersecurity for Executives, Advisory Board Member
- Greater Brandon Chamber of Commerce, Membership Committee & Ambassador

### WHO IS OUR IDEAL CLIENT?

We do our best work with CEOs of companies that are fast paced, highly successful, and in growth mode with 10 to 100 employees who simply want someone to make all their IT problems go away.

## **100% OUTSOURCED IT SUPPORT FOR SMALL BUSINESSES**

DataCorps is a complete outsourced IT Department for small businesses with 10-100 employees. We serve small businesses in the greater Tampa Bay Area – healthcare, manufacturing, CPA firms, attorneys, financial advisors, dentists, and many others. Our team is FANATICAL about customer service and takes pride in being the guardian of our clients' networks to protect them from viruses, hackers, cyber criminals, disgruntled employees, natural disasters, or downtime.

## **AREAS OF EXPERTISE**

Microsoft Windows, Microsoft Windows Server, Microsoft Exchange Server, Small Business Server / Essentials, Cyber Security, Network Security, Internet Security, HIPAA, PCI Compliance, Encryption, E-Mail, Microsoft Office, Firewalls, Wireless Networking, Cloud Computing, Application Hosting, Workstations, Network printers, Small business clients, Peripherals, Network stability, Voice over IP (VoIP), Phone Systems

## **OUR COMPANY MISSION**

Our Mission at DataCorps is: Honor God. Protect Data. Be Awesome.





## **23 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 provide two-factor authentication and password vault services standard?**

**Our Answer:** As a standard feature of our managed services, we provide a secure password vault for our clients, as well as two-factor authentication tokens for their Windows network, Hosted Exchange E-Mail, and thousands of online sites to prevent unauthorized access of data, systems, and critical infrastructure.

**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 are trained to have the “heart of a teacher” and will take time to answer your questions and explain everything in simple terms. Just look at what these clients had to say:

*Angel and the team at DataCorps are top notch. I have worked with them for over three years and they always deliver. One of the thing I find most impressive about working with them is the way they communicate. Angel and his team understand that people's knowledge of the IT world can vary and never talk down to you or use technical jargon that you don't understand. They are uniquely talented in determining a person's knowledge base without making anyone feel stupid, while resolving the issue quickly. They are unparalleled in blending technical expertise and customer service. The DataCorps team is an asset to the industry!*

*– Emily Perez, H2insight*

*I have worked with DataCorps for several years and I have worked with every one of their employees, and not one single time have I been spoken to using geek speak. They teach our employees rather than making them feel*

*stupid even if it is a very simple question. They have always been very prompt to solve all of our problems and we have always been treated with respect.*  
– Bobbi Simmons, Platinum Benefit Services

**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.

### **Cyber Security:**

**Q5: Do they work closely with FBI/Secret Service/law enforcement to keep abreast of new cyber threats and provide timely incident response??**

**Our Answer:** We are involved with the FBI Infragard program as well as the U.S. Secret Service Electronic Crimes Taskforce and leverage this relationship to keep abreast of current threats. In addition to keeping abreast of current threats, we also receive regular training from these agencies and have access to agents that can help in breach investigations, as required by law.

**Q6: Do they provide training for your team to address the #1 cause of all cyber security incidents?**

**Our Answer:** Our managed service clients have access to a training portal that they and their teams can use to receive cyber security training. Over and over again, it is proven that most incidents are caused by a lack of training and awareness so it is a critical priority for us to provide this resource to clients in order to help elevate the overall security of their networks.

**Q7: Do they have a relationship with a cyber security and privacy attorney to ensure full understanding and mitigation of your compliance issues (HIPAA/FIPA/SOX/PCI/FTC/etc.)?**

**Our Answer:** We have a close working relationship with Shasteen & Percy, PA, a boutique firm specializing in cyber security and privacy matters. This unique relationship provides value to us and our clients by keeping us abreast of concerns with regulatory issues, easy access to answers about them, and rapid response when remediating/mitigating a potential breach.

**Q8: Do they conduct an internal annual risk assessment and have a formal vendor vetting procedure to ensure THEY don't become the source of a cyber security incident?**

**Our Answer:** IT Companies are rapidly becoming targets for cyber criminals because of the nature of the services they provide and the access they have into networks. For this reason, we believe every IT company should undergo annual risk assessments and formally vet their vendors to mitigate the risk to their own systems and

to avoid being the reason one of their clients is compromised. At DataCorps, we conduct this process annually and we regularly train and review cyber security topics so our team is always current on new strategies and methods employed by cyber criminals.

## **Insurance:**

**Q9: 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!

*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 were 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.

## **Maintenance Of Your Network:**

**Q10: 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.

**Q11: Is it standard procedure for them to provide you with written network documentation detailing what 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:** All clients receive access to this information in electronic form at no additional cost. We also perform a quarterly update on this material and will, at your option, 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!

**Q12: 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.

**Q13: 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?



- If the hardware and software is included, what happens if you cancel the contract?
- 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 home PCs used to access the company's network after hours included or extra?

### **Backups And Disaster Recovery:**

**Q14: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?**

**Our Answer:** We do not allow our clients to use tape backups because they are incredibly unreliable. We make sure all of our clients have our backup services, which combines on-site and cloud based backups for rapid restore capabilities, added safety, and our off-site Disaster Recovery system – spinning up your environment in our cloud in case of a complete disaster at your site. We feel so strongly about it that we do not make it optional.

**Q15: 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:** We perform a monthly “fire drill” and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an

emergency. After all, the WORST time to “test” a backup is when you desperately need it.

**Q16: 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.

**Q17: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or one that enables you to work from a remote location?**

**Our Answer:** Our 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:**

**Q18: 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. Just recently, a major provider of helpdesk and operations services for IT companies was breached, resulting in malicious actors logging on to servers belonging to the clients of many IT companies!

In the development of our vendor vetting process, we determined it was not reasonable, cost effective, or practical to bring in overseas vendors who might have access to client systems. Our research showed it was simply impossible to hold them accountable for their security practices.

Besides, we love chatting with our clients and developing relationships with them. That's impossible to do if this key touch point is outsourced!

**Q19: Do they have an isolated room where they repair computers to avoid cross-contamination?**

**Our Answer:** Our internal network is segmented to allow for an isolated network that repairs are conducted in. This prevents potential viruses or compromised computers from cross-contaminating our network and other client systems.

**Q20: Do their technicians maintain proficiency in current vendor software and participate in ongoing training – or are they learning on your dime?**

**Our Answer:** Our technicians are required to attend continuing learning courses offered by our vendors on all the software we support. Plus, the entire company undergoes annual HIPAA training for data security and privacy.

**Q21: 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, 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.

**Q22: 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. The buck stops here and we will own the situation!

**Q23: 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 (this needs to be done EVERY FIFTEEN MINUTES, at minimum)

- Firewall updates and monitoring (same as Antivirus)
- 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
- Monitoring internet uptimes and speeds
- Monitoring Network traffic & activity

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 and monitoring 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 just don't have the resources to implement, monitor, and maintain the systems that drive this services. Doing so is an investment on an IT firm's part and, often gets overlooked because they're busy putting out fires, OR...
3. 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).

Each 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. The sad part is that once the mess is created, it costs almost TEN TIMES the amount to clean it up than it would have to do it right the first time.

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 almost 15 years and have several customers who've been with us the majority of that 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 fee, 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!



## **5 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 touring their office and meeting their staff.** One of the key decisions you will make in business is selecting a partner to entrust your critical business data and systems to. Isn't it worth your while to get to know them and see their environment? It's also a great way to see the health of their company. Are they growing? Are they thriving? Do their people look happy? Is the environment clean and organized? Do they even have the time to host you or are they rushed?
- 3. 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.

4. **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.
5. **Choosing a computer consultant who isn't focused on network security.** Today's fast-changing connected environment can be a dangerous place for your identity, your data, and your livelihood. Your computer consultant should be up to speed on the latest threats, involved with organizations, such as FBI Infragard, that share best-practices and current threat landscape information to better protect critical systems.





## 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 Network Health Check and Diagnosis. 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 Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

Angel & The Team at DataCorps Technology Solutions

Phone: 813-413-6980

Web: [www.datacorps.com](http://www.datacorps.com)

## **FREE Network Health Check For All Prospective Clients Who Want To Put Us To The Test!**

As a prospective customer, we would like to offer you a FREE Network Health Check and Diagnosis (\$497 value). During this health check we will perform a comprehensive 40-point audit 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.

We will:

- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for hidden spyware, malware and viruses that MOST antivirus tools and software can't detect or won't remove.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings.
- ✓ Check the integrity of your server and workstations hardware. (*Side note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?*)
- ✓ Audit your virus definitions and protection.
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.

- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.

## **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.

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.

## **A Quick Word...**

None of us can be everything to everyone, as you probably know. Because of this we have to limit this free assessment to businesses that have five or more computers and one server. If you would still like to speak with us, please call and we'll be glad to discuss special pricing if you mention this report!

## **How To Request Your FREE Network Health Check:**

**☐ YES! I have at least five computers and one server. Please Reserve a FREE Network Check-Up in My Name 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 your 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.

**Need To Speak To Someone Right Away?**

**Call:**

**813-413-6980**

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail Address \_\_\_\_\_

Number of PCs \_\_\_\_\_

**Fax This Completed Form To: 1-813-200-1125**

## **Read On To Hear What Our Clients Have To Say:**



### **Keeps us running and secure.**

The DataCorps team is always there for us. When we first took them on, we had aging systems that needed desperate attention. Rather than wait until everything broke;

DataCorps made recommendations that ensured we would always be able to service our clients when they need us to. The team understands how critical our systems are and how important it is for us to pass our PCI compliance so we can process payments. With their service & support, they keep us running and secure. – Bob Cochell, Gulf Coast Air Systems



### **Helped us solve a business challenge we've had for years!**

We were having challenges with another company and it was causing a negative impact on my satellite offices. The team at DataCorps was

able to quickly appraise the situation and deliver a telecommunications alternative that, while the monthly cost was higher, was able to save me thousands in lost productivity!

-Todd Atkinson, President

Bayshore Health & Homemaker Services, Inc.



**Got us on the right track after a hacker got past our previous IT guy.**

The team at DataCorps responded quickly to our need after a hacker encrypted all of our data. We thought that our previous guy had our data backed up but that wasn't the case. DataCorps immediately got what was left of our data protected and worked to put reasonable systems in place to ensure this would never happen again. Their dedication, flexibility, and innovation got us the right solution that fits the needs of our growing company without sacrificing long-term functionality. – Janet Perez-Fisher, Airite Air Conditioning



**Freed me up to focus on growing the business.**

At my previous employer, I was deeply entrenched in the day to day workings of IT. When I started at Northside, DataCorps had an existing relationship so I met with them and laid out my plans. They've been with us every step of the way! To be honest, I haven't had to delve into the nitty gritty of IT at Northside. This freed me up to focus on growing the business and doing what we do best: glorifying Christ always by providing our customers with superior comfort, added convenience, and improved health. – Jack Westenbarger, Northside Services



# **Notes**



DATA CORPS

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TECHNOLOGY SOLUTIONS

813-413-6980

[DataCorps.com](http://DataCorps.com)

*So whether you eat or drink or whatever you do, do it  
all for the glory of God.*

*-1 Corinthians 10:31*