



dependable/computer/guys
(network professionals)

Subject: Are you tired of computer and network problems?

Dear Valued Customer,

Is your current computer and network support strategy keeping up with the demands of your fast moving company?

For many small businesses, the answer to this question is “no.” If you rely on friends of friends, “one man shows,” or IT companies who just want to sell you unnecessary hardware, then it is probably time for a change.

Six things you need to know when choosing a partner for computer and network services:

1 Make sure your IT service company has the manpower to support you effectively, especially when you need it most:

More than one engineer, preferably 2 or 3, should be cross trained and well informed of the issues at your site. This way, you will get the help you need regardless of absences due to illness, vacations, or employee turnover.

2 Go with a company that answers the phone:

Don't settle for voicemail or email when you need to speak to a live, knowledgeable person. Work with a company that has live support staff answering the phones and the capability to patch your calls through to an engineer's cell phone should urgent issues arise. Remember, you are hiring a service company, not a voice/email system.

3 Full-time helpdesk is essential:

Since many issues can be resolved over the phone, choose a company that has full-time helpdesk support in addition to on-site services. By utilizing the helpdesk instead of on-site visits, you will save time and money.

4 Select a company that provides proactive monitoring of your critical resources:

Your IT service company should be able to identify and resolve points of failure on your network without visiting your site. A proactive approach allows your IT provider to detect server failure or over utilization, disk space trouble, or downed internet connections before they occur. Efficient proactive monitoring tools allow your IT provider to learn and take action about outages before your users experience the downtime and decide to call. Avoid vendors who simply “react to problems.”

5 A service company that stands to profit by selling you hardware might not have your best interests in mind:

Work with a company that focuses on service and helps you get the requisite hardware and software at the best prices via low cost online resellers. Avoid IT service companies that focus on hardware sales.

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3443 OCEAN VIEW BLVD. / GLENDALE, CA 91208 / P/818.541.9195 F/818.541.9198 / WWW.DCGLA.COM



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6 Your satisfaction with every service call should be a top priority:

Your service company should have a formalized process to ensure your satisfaction. You should be contacted after every service call to make sure you are satisfied with the work performed and that no issues are left unresolved.

In short, partner with people who will always be there for you, to serve and protect your computer network investment. Dependable Computer Guys, Inc. has over 13 years of experience serving businesses just like yours. Remember, a solid partner can really make a difference.

Sincerely,

Brent Whitfield, President
Dependable Computer Guys, Inc.

P.S. To learn more about us, call at 818 541 9195. Mention this letter and receive a free on-site evaluation visit.

"Brent and his extremely knowledgeable staff are the real deal pros when it comes to everything that matters in I.T. these days: experience, thoroughness, reliability, response-time and most of all -- results. DCG manages to consistently offer highly personalized service combined with the ability to provide real-world solutions to corporate-sized networking needs. Their name says it all."

- Jim Chase, Wordcraft, Inc.