Why Trust Network Concepts to be your I.T Department?

There are a lot of companies offering Network Support Services, so what makes us so special? Why choose us over the dozens of other companies offering what appear to be the same services? I'm glad you asked:

We are a local company with a real, live office. That might not seem too unique to you, but what you don't realize is that some Computer Support companies are made up of a couple of guys working from their back bedrooms with no way of actually reaching them other than by e-mail or phone. OR they outsource their support overseas once you sign a contract.

You can come to our office, shake our hand, and have a cup of coffee. Wouldn't you rather deal with a local company that can meet with you face to face rather than an unknown entity in a different state – or different country?

Here are 7 Questions You Should Ask Your Computer Consultant Before Hiring Them To Support Your Network

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 6:00 p.m. and give all clients an emergency after hours number they may call if a problem arises, including weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it to be 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 have a written, guaranteed response time to your calls?
Our Answer: We guarantee to have a technician working on a problem within 60 minutes or less of your call. This is written into every service agreement we give to our clients because it's standard procedure.

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 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.

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 is help our clients be more profitable, efficient and competitive with these meetings.

Q5: 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 send out a an email once the ticket is created and once it is closed for your account so you are never in the dark. <u>You can go online to check your account at any time 24x7x365</u>. We also double check our invoices for accuracy before they are sent to you.

Q6: 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 multi-million dollar lawsuits from customers for bad behavior of their technicians. In some cases, their techs where 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.

Q7: Do their technicians maintain current vendor certifications and participate in on-going training – or are they learning on your dime?
Our Answer: Out 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?)

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