

# 21 QUESTIONS

you should ask before selecting a  
**COMPUTER SUPPORT COMPANY**

What every business owner must know about hiring an honest, competent, responsive, and fairly-priced computer consultant.



**Don't trust your company's critical data and operations to just anyone!**

This Business Advisory Guide will arm you with 21 revealing questions you should ask any computer consultant before giving them access to your company's network.

**Scott Beck**  
MCSE, CCNA, Network+, A+  
President



**BeckTek**  
I.T. Uncomplicated

**Choosing the wrong computer consultant to support your network can not only be incredibly frustrating and expensive, but you 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” to 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).
- ✓ 21 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 you will need to know 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:**

Scott Beck, President

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From the Desk of: Scott Beck  
President, BeckTek

Dear Colleague,

**Choosing a computer support company isn't easy.** There are no shortages 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 ear-full 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 who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know 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, unqualified technicians, 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 the 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 unethical or incompetence of some companies and technicians.

Dedicated to serving you,

## About The Author

Scott's journey into the technology world started in 1993 while employed as an On Air Radio Personality (DJ). The station he was at became the first in Atlantic Canada to implement a "Live Assist" computer system that controlled what played on the air and eventually lead to the downsizing of staff. Surviving the cuts, he decided the best job security was to learn about computers!

In the following years his "Computer Hobby" developed into a true passion. Leaving his position with the Department of Justice Canada, where he had been exposed to networks and servers, he returned to school to become Industry Certified. Graduating Top 5 from a two year program, which he completed in just one, Scott earned several certifications: Microsoft Certified Engineer, Cisco Certified Associate, CompTIA Network+ and CompTIA A+.

In 2002 Scott started asking small business owners and executives what they disliked about their computers, network and support. Over and over again, he heard spine-tingling, blow-by-blow accounts of things like:

- Our computer people take days to return my calls ... And when they do all I hear is finger-pointing. Isn't anyone accountable for anything anymore?
- It's too complicated... we just want to do our jobs, run our business...
- Nobody understands how it impacts my business when things don't run properly
- What time is it? It's got to be getting close to lunchtime. My computer's already locked up at least twice today.
- What am I paying for? Their bill and explanations are always in Geek Speak.

Seeing an opportunity to provide something different, BeckTek - a Technology Management Firm-launched in April 2004 to help small businesses owners and executives run their businesses faster, easier and more profitably.

Our focus on providing a superior client experience garnered a coveted Greater Moncton Excellence Award for Service Excellence, the only IT Company to do so in the history of the awards. We are also proud of our Times & Transcript Readers' Choice Award.

Scott is an author of an Amazon #1 Best Selling book, appears as co-host of the on-demand streaming show "InSecurITy TV" and has appeared several times on TV's Global News providing insight into technology issues. He's talked before, met with and worked with hundreds of business owners and executives throughout Atlantic Canada.

Scott enjoys helping business professionals get past their fears and uncertainty regarding technology and is passionate about reducing client's business risks, turning technology into a competitive advantage and improving their profitability.

# 21 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 voicemail and wait hours for someone to get back to you?**

**Our Answer:** We answer our phones live from 8:30 a.m. to 5:00 p.m. If you happen to get voicemail, you can expect a call back within 60 minutes or less!! Clients with an after-hours emergency, even on weekends, get a call back within an hour. 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 offer 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 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:



"Working with BeckTek since 2008, professionally and personally, I can say they help lower their clients' frustrations in regards to technology. Delivering prompt, courteous service backed by the highest level of expertise they excel at helping clients understand complex technical issues using easy to understand layman's terms. Based on my experience with BeckTek I would highly recommend them."

*Justice Paul S. Creaghan (Retd.)*



"No need to stress about technology – BeckTek to the rescue, as usual. It's always a pleasure working with them and I especially appreciate the explanations that are simplified for the non-IT Professional"

*Karen DeGrace, Registration & Communications Coordinator, NB Pharmaceutical Society*

**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.

**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 also double-check our invoices for accuracy before they are sent to you.

**Q6: Do they have adequate errors and omissions 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? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors — 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.

**Q7: Do they guarantee to complete projects on time and on budget?**

**Our Answer:** All projects are fixed-priced and guaranteed to be completed on time, in writing. 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 completing a project.

**Maintenance Of Your Network:**

**Q8: 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, more expensive, problems.

**Q9: Do they provide you an option to receive monthly reports that show all the updates, security patches, and status of every machine on your network so you know for SURE your systems have been secured and updated?**

**Our Answer:** We provide the option to clients that wish to have the information, monthly reports that show an overall health score of their network, an overview of pro-active maintenance activities on the network and the updates to their antivirus, security settings,

patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).

**Q10: 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 this in written and electronic form at no additional cost. We also perform a quarterly update on this material and 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!

**Q11: 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.

**Q12: 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” technology management 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 3<sup>rd</sup>-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 Executive's home PCs used to access the company's network after hours included or extra?
- Is a Universal Threat Management System/Firewall, offering content filtering and Intrusion Detection & Prevention included?

## **Backups And Disaster Recovery:**

**Q13: 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 tape backups are incredibly unreliable. We use a multi-tiered backup approach to ensure clients can be back up and running regardless of a server crash (using server imaging technology for faster restores) or a catastrophic event (mission critical data kept secure, safe and recoverable offsite)

**Q14: 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.

**Q15: 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.

**Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable you to work from a remote location?**

**Our Answer:** All 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:**

**Q17: Is their help-desk local or from out of the area or possibly out of the country?**

**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 to keeping your data secure.

**Q18: Are the technicians industry certified - or are they learning on your dime?**

**Our Answer:** Our technicians are required to be Industry Certified. Certificatoions include: Microsoft Certified Professional, Microsoft Certified Systems Engineer, Cisco Certified Network Associate, Comptia Network+, Comptia A+.

Plus, our hiring process is so stringent, 99% of the technicians who apply don’t make it through. (Guess who’s hiring them?)

**Q19: 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 and 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.

**Q20: Are they familiar with (and can they support) your unique line of business applications?**

**Our Answer:** We own the problems with all lines 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.

**Q21: 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 or get caught in "The Blame Game" — that's just plain old good service and something many computer guys won't do.

## **The 3 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 never have 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

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 cars are 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 towards 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 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 that 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 than an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which mean you're paying them to fix the WRONG thing and 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 disconnect 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 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 to make excuses for POOR SERVICE forever. That said, weren't 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 a decade and have several clients 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 was needed was a simple cable being plugged in. 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 fix, 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!

## 4 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 that doesn't have a written money-back guarantee.** In our view, a good consulting firm should be accountable for their services and fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the, "We don't offer one because people will take advantage of us," routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. Are there a few unethical folks out there? Of course, but they are the minority, and we would rather bite the bullet on the very few dishonest folks so we can gain the trust and confidence of the majority of clients who just want their problems fixed fast and fixed right.

3. **Choosing a computer consultant without speaking to several of the 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 in size and scope to you. 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 ages. 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 onsite; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID

problems from cropping up in the first place.

**Choosing a computer consultant who isn't Industry Certified.** 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 lack of training or inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. Is some guy working from his kitchen table or out of the back of his van the person you want supporting the critical information systems that run your business, even if he offers a cheap rate?

## 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 of 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!



Scott Beck  
President, BeckTek

## **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 (\$350 value). During this health check we will perform a comprehensive 27 point check 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 anti-virus 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 access your network—undetected—to access 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, 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.

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

Please complete the form below and:  
fax it to 506-383-6954; or  
email to [info@becktek.ca](mailto:info@becktek.ca)

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



### **... productivity has effectively increased...**

“Our experience with BeckTek has been exceptional. Since implementing their proactive approach to IT management, our service requests have dropped by 75% and productivity has effectively increased because we are no longer spending hours troubleshooting and trying to resolve IT issues. Having BeckTek as our trusted Technology Management Firm, I have the peace of mind that our needs are being well looked after.”

*Sam Lanctin, Registrar, NB Pharmaceutical Society*

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### **...our best interests are being looked after...**

“With BeckTek, I know our best interest are being looked after as they ensure we have the best solutions for our needs. Their proactive approach to technology means problems seldom crop up however they get things sorted out quickly and efficiently when they do. BeckTek is a provider I would strongly recommend.”

*Nancy Whipp, CEO, CPA New Brunswick*

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### **...providing... peace of mind...**

“Downtown Moncton has been using the services of BeckTek for over 7 years. Providing cost effective solutions and prompt service BeckTek allows me to focus on running my organization and the peace of mind knowing our technology is well looked after.”

*Anne Poirier-Basque, Executive Director, Downtown Moncton*

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### **...trustworthy, professional and prompt...**

“We have used BeckTek for the last decade. They have always provided great service and quick response times. If you are looking for trustworthy, professional and prompt technical support, I highly recommend BeckTek.”

*Stephen P Wilbur B.A, LL.B, Wilbur Law*

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### **...no discernable downtime...**

“BeckTek is an important member of our team. Their proactive approach to support keeps our systems running with no discernable downtime and they respond quickly to our questions or if an issue does arise. One would be hard pressed to surpass the quality of service we have received from them. We would highly recommend BeckTek to any business looking for IT support.”

*Frederic Gionet, 3+ Corporation*

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**...BeckTek leads the way...**



"We enjoy working with BeckTek for their quick, prompt response times and the fact they know their stuff. I recommend them without hesitation. BeckTek leads the way in Greater Moncton"

*Stephen Brander, Co-Founder, Razor Creative*

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**...knows technology...**



"BeckTek knows how important technology is to business having seen the impact on the bottom line when technology goes astray. The preventative measures BeckTek brings to the table are well worth the investment."

*Paul Robichaud, President, EPR Robichaud – Certified Professional Accountants*

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**...consistently re-define...great computer support...**



"I'm in good hands with the team at BeckTek. They consistently re-define what great computer support should look like, going above and beyond to ensure I can run my business smoothly and without worry. Thanks BeckTek!!"

*Jason Power, Owner, AssureCare Pedorthics*

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**...a real "WOW" factor...**



"BeckTek responds very quickly and efficiently to requests for support. Creates a real "WOW" factor. Because of this I have been happy to recommend them in the past and will continue to do so"

*Paulette Wynberg, Office Manager, Downtown Moncton*

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**...you can be confident in BeckTek...**



"We are completely computer dependent in this office and cannot function day to day with system problems and deficiencies. If you are too; looking to outsource your Information Technology support, you can be confident in BeckTek's talent, ability and expertise. We are extremely pleased with the way BeckTek looks after us."

*Dave Mair, Managing Broker, Dominion Lending*

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## “Yes! I Want To Make Sure My Network And Company’s Data Are Safe From Harm”

✓ **Please sign me up for a FREE Network Health Check and Diagnosis so I can make sure I am doing everything possible to secure my network, minimize risks and costly problems.**

I understand that I am under **no obligation** to do or to buy anything by requesting this assessment. I further understand that these assessments are being made available on a **first-come, first-served basis**.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City/Town and Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

**Fax the completed form to: 506-383-6954 or email the information to: [info@becktek.ca](mailto:info@becktek.ca)**