

THE NEW BRUNSWICK  
**Business Owners' Guide To**  
**I.T. Support**  
**Services and Fees**



**What You Should  
Expect To Pay For  
I.T. Support For  
Your Business**

(And How To Get Exactly What You  
Need Without Unnecessary Extras,  
Hidden Fees And Bloated Contracts)

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**BeckTek**  
I.T. Uncomplicated



# Never Ask An IT Services Company, “What Do You Charge For Your Services?” Instead You Should Ask, “What Will I *Get* For My *Money*?”



From the Desk of: Scott Beck  
President, BeckTek

Dear Colleague,

If you are the owner or decision maker of a business in Southeastern New Brunswick that is currently looking to outsource some or all of the IT support, this report contains important information that will be extremely valuable to you as you search for a competent firm you can **trust**.

BeckTek’s been providing IT services to businesses in the Greater Moncton area for over 10 years now. You may not have heard of us before, but I’m sure you’re familiar with one or more of the other small businesses or organizations who are clients of ours. A few of their comments are enclosed.

**One of the most common questions we get from new prospective clients calling our office is “What do you guys charge for your services?”** Since this is such a common question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.
2. I wanted to bring to light a few “industry secrets” about IT service contracts and SLAs (service level agreements) that almost no business owner thinks about, understands or knows to ask about when evaluating IT service providers, that can end up burning you with hidden fees and locking you into a long-term multi-year contract when they are unwilling or unable to deliver the quality of service you need.
3. I wanted to educate business owners on how to pick the **right** IT services company for their specific situation, budget and needs based on the **VALUE** the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the most informed decision possible so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Dedicated to your success,



Scott Beck, President  
BeckTek

## 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
- I spend all this money on equipment and see no returns on the investment... They didn't even explain why I needed the new stuff or what it was going to do for my business
- 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.

Protecting client's best interests and delivering a superior client service experience earned BeckTek a coveted Greater Moncton Excellence Award for Service Excellence, the only IT Company to do so in the 27 year history of the awards.

Since opening BeckTek, Scott has worked with, talked before and met with hundreds of business owners and executives throughout Atlantic Canada. Scott enjoys helping business professionals get past their fears and uncertainty regarding technology. He is passionate about reducing client's business risks, turning technology into a competitive advantage and improving their profitability.

Over the past decade, Scott has had many of his articles and columns published in newspapers and magazines. He has appeared several times on TV's Global News Maritimes providing insight into technology issues.

## Comparing Apples To Apples: The Predominant IT Service Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant service models most of these companies fit within. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 predominant service models are:

- **Time and Materials.** In the industry, we call this “break-fix” services. Essentially you pay an agreed-upon hourly rate for a technician to “fix” your problem when something “breaks.” Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work may be simply to resolve a specific problem (like removing a virus), or it may encompass a large project like a computer network upgrade or move that has a specific result and end date clarified. Some companies will offer staff augmentation and placement under this model as well.
- **Technology Management Services.** This is a model where the IT services company takes the role of your “IT Department” and not only installs and supports all the devices and PCs that connect to your network and server(s), but also offers phone and on-site support, antivirus, security, backup and a host of other services to monitor and maintain the health, speed, performance and security of your computer network.
- **Software Vendor-Supplied IT Services.** Many software companies will offer IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it’s hosted on, they can’t help you and will often refer you to “your IT department.” While it’s often a good idea to buy some basic-level support package with a critical software application you use to run your business, this is not enough to provide the full IT services and support most businesses need to stay up and running.

When looking to outsource your IT support, the two service models you are most likely to end up having to choose between are the “technology management services” and “break-fix” models. Therefore, let’s dive into the pros and cons of these two options, and then the typical fee structure for both.

### Technology Management Services Vs. Break-Fix: Which Is The Better, More Cost-Effective Option?

You’ve probably heard the famous Benjamin Franklin quote, “An ounce of prevention is worth a pound of cure.” I couldn’t agree more — and that’s why it’s my sincere belief that the technology management approach is, by far, the most cost-effective, smartest option for any

small business that relies on their computer systems to function. The only time I would recommend a “time and materials” approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn’t have the time or expertise to implement (such as a network upgrade, installing a backup solution, etc.). Outside of that specific scenario, I do not think the break-fix approach is a good idea for general IT support for one very important, fundamental reason: you’ll ultimately end up paying for a pound of “cure” for problems that could have easily been avoided with an “ounce” of prevention.

## **Why Regular Monitoring And Maintenance Is Critical For Today’s Computer Networks**

The fact of the matter is, computer networks absolutely, positively need ongoing maintenance and monitoring to stay secure. The ever-increasing dependency we have on IT systems and the data they hold — not to mention the *type* of data we’re now saving digitally — has given rise to very smart and sophisticated cybercrime organizations that work around the clock to do one thing: compromise your network for illegal activities.

In most cases their intent is to access financial information and passwords to rob you (or your clients), create fake identities for credit card fraud, etc. In other cases they may want to use your computer network to send illegal spam, host pirated software, spread viruses, etc. And some do it just for the “fun” of being able to make computer systems inoperable. These criminals work around the clock in teams, constantly finding and inventing new ways to get around your antivirus software and firewalls; that’s why you have to remain ever vigilant against their attacks.

Of course, this doesn’t even take into consideration other common “disasters” such as rogue employees, lost devices, hardware failures (which are the #1 reason for data loss), fire and natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds. Then there’s regulatory compliance for any business hosting or touching credit card or financial information, medical records and even client contact information such as e-mail addresses.

Preventing these problems and keeping your systems up and running (which is what technology management services is all about) is a LOT less expensive and damaging to your organization than waiting until one of these things happens and then paying for emergency IT support to restore your systems to working order (break-fix).

## **Should You Just Hire A Full-Time IT Manager?**

In most cases, it is not cost-effective for companies with under 50 employees to hire a full-time IT person, because you can outsource this function of your business far cheaper and with a lot less work; but you DO want to hire a professional to perform basic maintenance just as you

would hire an attorney to handle your legal matters or an accountant to prepare your taxes. **And if you truly understand the cost of your TIME and factor in employee productivity, the technology management services model is considerably less expensive over time than the “break-fix” model.**

## **Why “Break-Fix” Works Entirely In The Consultant’s Favor, *Not* Yours**

Under a “break-fix” model, there is a fundamental conflict of interests between you and your IT firm. The IT services company has no incentive to stabilize your computer network or to resolve problems quickly because they are getting paid by the hour; therefore, the risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are all shifted to YOU, the customer. Essentially, the more problems you have, the more they profit, which is precisely what you DON’T want.

Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician to work on your problem who may take two to three times as long to resolve an issue that a more senior (and more expensive) technician may have resolved in a fraction of the time. There is no incentive to properly manage the time of that technician or their efficiency, and there is every reason for them to prolong the project and to find MORE problems than solutions. Of course, if they’re ethical and want to keep you as a client, they *should* be doing everything possible to resolve your problems quickly and efficiently; however, that’s akin to putting a German shepherd in charge of watching over the ham sandwiches. Not a good idea.

Second, it creates a management problem for you, the customer, who now has to keep track of the hours they’ve worked to make sure you aren’t getting overbilled; and since you often have no way of really knowing if they’ve worked the hours they say they have, it creates a situation where you really, truly need to be able to trust they are being 100% ethical and honest AND tracking THEIR hours properly (not all do).

And finally, it makes budgeting for IT projects and expenses a nightmare since they may be zero one month and thousands the next.

## **What To Look For In A Technology Management Services Agreement And What You Should Expect To Pay**

**Important!** Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. We are providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. **Please understand that this does NOT reflect our pricing model or approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget and situation.**

**Hourly Break-Fix Fees:** Most IT services companies selling break-fix services charge between \$65 and \$125 per hour with a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

If they are quoting a **project**, the fees range widely based on the scope of work outlined. If you are hiring an IT consulting firm for a project, I would suggest you demand the following:

- **A very detailed scope of work that specifies what “success” is.** Make sure you detail what your expectations are in performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to give you what you REALLY wanted.
- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant’s. Be very wary of loose estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your IT consulting firm’s responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.

**Technology Management Services:** Most technology management service firms will quote you a MONTHLY fee based on the number of devices they need to maintain, back up and support. In Greater Moncton, depending on the plan and what is covered, can range from \$500 to \$775 monthly for a 5 person office with a server.

If you hire an IT consultant and sign up for a technology management services contract, here are some things that SHOULD be included (make sure you read your contract to validate this):

- Security patches applied weekly, if not daily, for urgent and emerging threats
- Optimizing systems for maximum performance and speed
- Antivirus software, updates and monitoring
- Antimalware/spyware software, updates and monitoring
- Onsite and Offsite backup software and data storage
- Backup monitoring and test restores
- Firewall updates and monitoring
- Spam-filter installation and updates
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Monitoring system logs for critical event occurrences
- Help Desk and Remote Support
- Technology consulting and quarterly strategy meetings
- Vendor Management – single point of contact for all things technology

The following services may **NOT be included** and will often be billed separately. This is not necessarily a “scam” or unethical UNLESS the technology management services company tries to hide these fees when selling you a service agreement. Make sure you review your contract carefully to know what is and is NOT included!

- Hardware, such as new servers, PCs, laptops, etc.
- Software licenses,
- 3<sup>rd</sup> party software support costs.
- On-site support
- Mobile device management (smartphones, tablets, iPhones, iPads, Blackberry)
- Web site hosting
- Domain Name Registration

**Warning! Gray areas of “all-inclusive” service contracts.** In order to truly compare the “cost” of one technology management services contract to another, you need to make sure you fully understand what IS and ISN’T included AND the “SLA” or “service level agreement” you are signing up for. It’s VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The following are 21 questions to ask your IT services provider that will clarify exactly what you’re getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

## **21 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract**

### **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?**

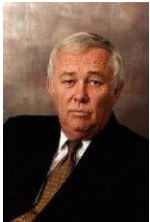
**Our Answer:** We answer our phones live from 8:30 a.m. to 5:00 p.m. If you happen to get voicemail, you can expect a call back within 60 minutes or less!! Clients with an after-hours emergency, even on weekends, get a call back within an hour. Why? Because many of the CEOs and executives we support 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*



**St. Georges  
Anglican  
Church**

"BeckTek is quick to solve any issues we may have. They are extremely knowledgeable and very patient to explain technical situations in terms I can understand. I think BeckTek is absolutely great and really deliver a WOW experience."

*Brenda Clayton, Administrative Assistant, St. Georges Anglican Church*

**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. Certifications 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.

## **A Final Word And Free Assessment Offer To Show You How To Eliminate System Slowness, Crashes And Viruses And Drastically Lower Your IT Maintenance Costs**

I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to outsource your IT support to. 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 incompetent or unethical firms luring you in with cheap prices.

**Below you will find information on how to request a FREE IT Optimization Plan for your company as a next step in engaging with us.** There is no cost or obligation, and I guarantee you will find this consult to be extremely valuable and eye-opening.

Looking forward to your call!

Scott Beck  
President, BeckTek  
Phone: 506-383-2895  
Web: [www.becktek.ca](http://www.becktek.ca)

### **Limited Free IT Optimization Plan:**

## **Give Me 30 Minutes, And I Guarantee I Can Show You How To Eliminate System Slowness, Crashes, Viruses And A Host Of Other Annoying IT Problems – And How To Never Pay For Unnecessary IT Expenses And Repairs Again**

Dear Colleague,

Do you have a **nagging suspicion** that your current IT provider isn't delivering the quality of service you're paying for?

Maybe you're experiencing **chronic problems** with your computer systems and network that your IT provider just never seems to resolve.

Maybe it has become easier to find a work-around or **try to fix IT problems yourself** than to call your IT provider.

Or maybe you're sending a cheque every month for their services **but don't really know what you're paying for**. Could they really get you back up and running after a disaster? Are they *truly* maintaining critical security updates for your IT systems? Have you outgrown their ability to adequately support you?

It's very common for businesses to be unhappy with the quality of service and support they're getting from their current IT company, but they tolerate it simply because they don't know who else to call, or they're just too darn busy to take the time to find someone else.

## **Free Customized IT Optimization Plan And 29-Point IT Systems Security And Performance Assessment**

If I just described your situation, I want to give you a **customized IT Optimization Plan for free** that will reveal what's REALLY going on in your computer network and show you the fastest and most efficient way to get your systems working the way they're supposed to, saving you a great deal of time, aggravation and money. **Briefly, here's what I have in mind...**

First, I want to perform our proprietary **29-Point IT Systems Security And Performance Assessment** on your computer network (one that's taken me 10 years to perfect).

There's no charge for this, and it only requires a 30- to 60-minute meeting with me. After doing this type of thing for 10 years, we've truly perfected a process for helping companies like yours to get their IT systems working the way they are supposed to.

**After conducting this Free Assessment, we'll be able to answer your top questions, such as:**

- Are your IT systems truly secured from hackers, viruses and rogue employees?
- Are your backups configured properly to ensure that you could be back up and running again fast in a disaster?
- Are you unknowingly exposing your company to expensive fines and litigation under new data-breach laws?
- Could you utilize cheaper and more efficient cloud-computing technologies to lower IT costs and make it easier to work remotely?
- Are your systems optimized for maximum speed and performance? (I can tell you, 99% of the computer networks we review are NOT.)

Once we have a clear picture of the state, health and performance of your current IT systems, we'll then deliver a **customized IT Optimization Plan** that will show you how to eliminate every single nagging problem, enable you to work faster and easier and lower IT costs wherever possible.

## **At The End Of This Assessment, One Of Three Things Will Happen:**

**You love the plan** and decide to implement it on your own. If this is the case, we'll wish you the best of luck and *ask that you keep in touch with us to let us know how you're doing.*

**You love the plan and ask to become our client so we can personally help you implement it ASAP.** *If that's the case, we'll knock it out of the park...and that's a promise.*

Or finally...

In the unlikely and *unprecedented* event that you feel like you wasted your time, and that we don't find a way to dramatically improve your situation, **we will send you a cheque for \$100 immediately**. No questions asked. Your time is your most valuable asset, and I respect that. To date, we've NEVER had anyone say that we've wasted their time, so I feel completely comfortable making this guarantee to you.

Think about this...

The "worst" that can happen is you get \$100 for "wasting" an hour having an independent third party validate and review the security, speed and health of your computer network.

**The best that can happen is we work together to finally take all IT complaints off your plate.**

## **Here's How This Will Work:**

First, you'll fill out a brief IT Analysis Questionnaire on our web site: [www.becktek.ca/itsurvey](http://www.becktek.ca/itsurvey). This gives us the basic information we need about you to prepare for our meeting.

Once you complete this, Wendy from our office will call you and set up a convenient time for us to come to your office and perform our **29-Point IT Systems Security And Performance Assessment**.

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.

And like I said, *there's no charge for this*.

## **So Why Would We Offer This For Free?**

**For one simple reason:**

**It's the fastest and easiest way for us to demonstrate the value we can deliver without any risk to you.** Frankly, it's how we get the happy clients you've seen all over our web site and have probably heard about before. (See attached.)

After all, if you like what you see and we show you how to solve a number of IT-related problems in your company, why wouldn't you want to work with us? Of course, we will approach this with no expectations or heavy sales pressure of any kind. I don't like pushy

salespeople any more than you do — **and we stand on the belief that providing extreme value in advance is the best way to showcase our services** and win new business. In fact, here's my "VALUE IN ADVANCE PROMISE" to you...

## **You'll Find This Consultation To Be Incredibly Valuable Or We'll Send You A Cheque For \$100 To Compensate You For Your Time**

Now, obviously this is an amazing offer that you'll probably never see from any other IT company or computer expert. But I'm SO confident that we can deliver extreme value that I have no concerns with putting this type of guarantee on our time together.

The ONLY catch is that we can't help everyone, so we have a strict (but reasonable) set of criteria that need to be met in order for us to proceed. Here it is:

**1. You have to at least have a server and 5-25 workstations.**

Our services and advice work best for companies that have at least one server and 5 workstations. If that's not you (or if you are a brand-new startup), we might be able to help you through a different process. Call the office and we'll direct you from there: 506-383-2895

**2. You must be the owner of the business or Key Executive**

Due to the nature of the advice we'll give you, it will be actionable only for the owner or key executive.

### **If You Meet The Criteria Above, Here's How We Get Started:**

**Step 1:** Go to the web site 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.becktek.ca/itsurvey](http://www.becktek.ca/itsurvey)**

**Step 2:** Once we've received your application and reviewed it, Wendy 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 **27-Point IT Systems Security And 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.

So, unless you are 100% happy with the IT support you are getting and absolutely confident that your network is secure, backed up properly and running at optimal levels, why wouldn't you give this a try? Do it now and you'll be glad you did:

[www.becktek.ca/itsurvey](http://www.becktek.ca/itsurvey)

Dedicated to your success,

Scott Beck  
President, BeckTek  
506-383-2895

## See What Other Businesses Are Saying:



**... 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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**...fast, friendly service...**

“BeckTek’s service is in my opinion “top drawer”. They offer fast, friendly service without the attitude we’ve been known to get with other IT groups in the past. They always find a solution no matter the situation.”

*Shelley Corkum, Account Director, C2 Communications*

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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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**...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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**...worked for us 24/7...**



“BeckTek have been out Technology Management Company since we opened 10 years ago. One of the things that is absolutely invaluable is being able to work seamlessly when out of the office, the province or the country. BeckTek have made this happen behind the scenes, painlessly. I feel we have the support we need in the most seamless and professional way imaginable. Their solution has worked for us 24/7 and I would highly recommend them to others.”

*Carol Chapman, President, C2Communications*

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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, Domion Lending*

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**...partners in growth and business...**



“As a CEO I have used the services of BeckTek for over a decade. My experience with this company has been both a pleasure and an education in what professional IT service can achieve. They have not just been problem solvers, but in fact partners in developing a functional and complete IT effort. With BeckTek overseeing our IT requirements, I was free to focus on running my organization. I encourage any business or organization to consider BeckTek as their partners in growth and business. They are a viable and exceptional alternative to an expensive internal IT department”

*John Thompson, President, C2J2 Ventures Inc*

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**...a pleasure to work with...**



“It’s a pleasure to work with BeckTek and our IT needs are well looked after. Prompt service, good advice and a friendly respectful approach are reasons why I recommend them.”

*Gary Meek, Assistant Registrar, NB Pharmaceutical Society*

# The Top 9 Reasons Why You'll Want To Outsource Your IT Support To Us:

1. **Live People and Lightning Fast Response Times.** Your call will be answered live or returned within 60 minutes or less. You shouldn't have to endure delays of hours or even days for someone to get around to helping. We can fix most problems remotely within minutes and if not, we will send a specialist on-site to take care of the issue.
2. **We help solve your business problems:** We provide business solutions to business problems. We don't try to sell you the latest techno gizmo – instead – we listen to your business problem and offer several strategies to resolve the ROOT of the problem.
3. **Good Old Fashioned Customer Service.** We work hard to maintain client loyalty and satisfaction. That hard work earned BeckTek a *Greater Moncton Excellence Award for Service Excellence* the only IT Support Company to ever win. Matter of fact, after nearly a decade the very first clients to join us when our doors opened are still clients.
4. **Blame Games Gone Forever.** Sound familiar – The phone company says the problem is with your network, but the network company says the problem is with the phone service? We take ownership of any tech issue and will work to ensure it gets successfully resolved; saving you the time, productivity, and stress.
5. **No Techno Babble or Geek Speak.** Every industry has its own language, and nothing is more intimidating than having someone 'explain' things to you with terms and acronyms you have never heard before. You deserve to get answers to your questions in PLAIN ENGLISH. Our technicians will not talk down to you or make you feel stupid because you don't understand their "geek speak".
6. **Projects Completed On Time AND Budget.** There will be absolutely no nickel and diming as we support your company. In the unregulated IT Industry this sometimes happens by unethical and incompetent technicians. We make no excuses. We guarantee the completion of your IT support projects ON BUDGET and ON TIME. No surprises.
7. **100% Satisfaction.** You deserve complete satisfaction with our products and services. We'll go the extra mile to ensure you are happy, that is our commitment to you. Our service agreements come with no hassles, no problems and a 90-Day Money Back Guarantee
8. **Provide the Keys to the Kingdom.** Each of our clients has a documented copy of their network information, their passwords, and configuration information. This information is updated on a regular basis to account for any changes and is done transparently. It is YOUR business and YOUR network – your IT guy shouldn't hold you hostage with the passwords to your network. Having complete knowledge and documentation is essential to protecting your business.
9. **Accurate Billing** – Guaranteed. Every bill you receive from us is guaranteed to be accurate and detailed. You'll know exactly what you are paying for, and ALL charges will be pre-approved by you. No more one-line "mystery" bills that don't outline what you are paying for