



**FRAMEWORK | IT**

# What Clients Are Saying About Framework IT

312.564.5446 | [www.FrameworkIT.com](http://www.FrameworkIT.com)





## What Clients Are Saying About Framework IT

### // Responsive and Friendly Support

Framework IT Help Desk phone AND email ticketing service along with our account representative(s) and managers are SUPER responsive and fast to address our questions and issues. Their team of technicians are very knowledgeable and able to troubleshoot everything that we've come across. Their advice and tips and fixes are thoughtful and productive. They have a great team of people. The technicians are ALL very well trained and able to formulate/fix the issues/bugs quickly with experience, and everyone with whom our team has worked with have been professional and friendly!

– *Vicky Lu, Head of Ops & Executive Assistant, Family Office & Venture Capital Firm*

### // Professional, Transparent, and Proactive Partnership

The professional tone that Framework set at the beginning of exploring a potential partnership had us hooked from the start. Though we did have to follow protocol and work with various IT professionals on estimates and proposals, we knew early on that Framework was going to be our #1 choice. The way each department communicated with us in great and thorough detail was unprecedented. They have been nothing but transparent and proactive with our organization. At no point did we feel like a smarmy salesperson just wanted our money. They truly took the time to explore whether this was going to be a good partnership for both parties, and they are incredibly proactive with solutions for our team. Items have been delivered on time if not early in some cases. The style of communication is very patient, thorough, and detailed. Each time we reach out for help, it is met with complete professionalism and friendliness on a level that we had not yet experienced in working with an IT provider in this organization.

With 25 years in Office Management, I can confidently say Framework IT is the most reliable MSP I've worked with. Their team's professionalism, deep knowledge, and consistently positive interactions have elevated our IT service to a whole new level. They provide proactive, dependable support that ensures our operations run smoothly without disruption. Framework IT truly exemplifies what an MSP should be, taking exceptional care of our team every step of the way. I highly recommend them to any organization seeking trusted IT partnership.

– *Chelsea Woodmansee, Office Manager & Executive Assistant, Illinois Supreme Court Commission on Professionalism (2civility.org)*



## What Clients Are Saying About Framework IT

### // Better Than an In-House IT Employee

Framework has always been very good at communicating on all steps of each project; even if there is a hiccup, they explain the next steps to getting it resolved and then make it happen. By using Framework as our managed-IT partner, we are in a better position than if we had our own IT employee. They can bring in experts for any project or problem that will get the job done more effectively and at a better value. Also, by having multiple IT employees at our fingertips we never have to worry about vacations or time-off - Framework IT has us covered 24/7.

– *Christopher Price, Vice President, Grier Abrasive Co. Inc.*

### // Strategic Planning and Efficiency

Framework IT's work helped create a 3–5 year IT budget and is an all-around more efficient use of our IT department. They've improved our ability to change our internal culture to work with consultants. The team is very effective in strategic planning and goals with management.

– *Jan Farnsworth, VP of Operations, Portland Cement Association*

### // Trusted Support Resource

They do a very good job of supporting our day-to-day needs and resolving significant issues. With our previous provider, employees felt like they weren't adequately supported when faced with tech challenges. Since we hired Framework, I've heard nothing but good things from our staff regarding their experiences with tech support. They know there's a resource that can competently solve their issues within a reasonable amount of time. In addition to helping us acquire a web development resource, Framework's consulting services helped us onboard several retail partners.

– *Monty Sihweil, President, Butler Specialty*



## What Clients Are Saying About Framework IT

### // Innovative Pricing Model and Real Partnership

As a former owner of an MSP, I understand how challenging it can be to price IT services effectively. When I discovered Framework IT, I was blown away by their unique model—it perfectly captures what I tried to achieve for years in my own business. Their approach is transparent, fair, and tailored to fit the needs of businesses of all sizes, making it easy to budget. But what truly sets Framework IT apart is their commitment to partnership. They don't just offer support; they genuinely partner with you to ensure your success and back that up with their business model. Their team is incredibly responsive, knowledgeable, and always willing to go the extra mile to resolve any issues quickly. If you're in the market for an IT provider that combines innovative pricing with top-notch service, look no further than Framework IT.

— *Mark Kennedy, CIO, ShapeConnect*

### // Scalable Tech and Long-Term Planning

Framework IT provides so much more than network support for our organization. We value the insightful advice and long term planning strategies offered to us. Framework IT scales technology solutions to our needs at a budget we can support. Year after year, we receive dependable service from Framework IT.

— *Ken Cheatham, Division Chief, Oak Leyden*

### // Prompt, Professional Helpdesk Support

I want to extend my sincere appreciation to Framework IT for their prompt and efficient service. My VPN issue was resolved quickly, thanks to the exceptional assistance from Zander Potgieter. His professionalism and expertise ensured a swift resolution, allowing me to get back to work without significant downtime. Thank you, Zander, and the Framework IT team for your outstanding support!

— *Puja Pradhan, HR Recruiting Assistant, RK Management Consultants, Inc.*



## What Clients Are Saying About Framework IT

### // Responsive and Reliable IT Support

Framework IT has been an excellent company to work with from everyone in the help desk department to all the different IT specialists. Everyone at this company is extremely pleasant to deal with and very quick to respond to phone calls or emails. Their follow-up is also top-notch. I would highly recommend this company for all your IT needs.

– *Cindy Kepner, Billing Supervisor, Dommermuth, Cobine, West, Gensler, Philipchuck & Corrigan, Ltd.*

### // Supportive and Solution-Oriented

Framework IT have been great. We are very happy with their level of communication and availability. Anything we send to the help desk is made into a ticket and taken care of promptly. What impresses us most is that it doesn't feel like they're just trying to sell you something or create products to bill you for. They seem genuinely interested in trying to help our organization improve through technology.

– *Executive Director, Anshe Emet Synagogue*

### // Long-Term Satisfaction and Timely Service

I have worked with Framework for many years, I have never been disappointed with their service. I am impressed by their commitment to go the extra mile for their customers, and their support service is marked by efficiency and punctuality.

– *Nicky White, Net Administrator, Jackson Park Hospital and Medical Center*



## What Clients Are Saying About Framework IT

### // Comprehensive Strategic IT Partnership

Framework IT has delivered a world class IT experience for me and my many companies for over 7 years. They aren't just our IT dept. They are an extension of our day to day team. They even serve as our part time CIO and provide a level of reporting and insight into our IT services that truly gives us a competitive advantage over our competitors. They have saved us well over 60% in overall technology spend while improving the level and quality and overall expanded our services and capabilities!

– *Hakeem Mshaiel, Business Consultant, Multiple Organizations*

### // Faster Support and Less Downtime

Unlike our previous vendor, Framework has been able to provide IT support rapidly as needed. Whenever our servers are down, their team gets them back up and running in no time. They also collaborate with our other technology providers as needed to ensure everything continues to run smoothly. Thanks to their efforts, our business can expect less down time as technical difficulties arise.

– *Business Manager, Maine-Niles Association of Special Recreation*

### // Knowledgeable, Timely, and Communicative

Framework IT has delivered effective services. The team's technicians are knowledgeable, professional, and timely. We are so impressed with their communicative nature; they meet monthly for virtual check-ins to discuss ongoing work.

– *Michael Acsbok, IT Admin, East Chicago Public Library*



## What Clients Are Saying About Framework IT

### // Flexible and Scalable IT Support

I think what really sets Framework IT apart, especially in terms of managing their client services, is that when we first contracted with them, they stated they wouldn't force one of their techs to come onsite every week or every month if we didn't want it. They could handle everything, remotely, for the most part, unless there's an irreparable issue. Our company has been expanding more rapidly than expected, and Framework IT really rose with us to where they scheduled weekly visits to handle outstanding issues or tickets. They've been flexible, coming out when we want them to come out, and otherwise handling everything remotely. I found Framework IT to be extremely flexible when it comes to meeting our needs and what it is that we want in the long-term.

— *Senior Financial Analyst, Medical Device Manufacturer*

### // Framework IT Rocks

Framework IT rocks. Their support staff is wonderful—responsive, knowledgeable, and always ready to help. They make IT support feel seamless, efficient, and dependable, which is exactly what we need to stay focused on our business goals and growth. From day one, Framework IT has delivered consistent, high-quality service. Their proactive approach, attention to detail, and ability to resolve issues quickly have made a huge difference for our team. We no longer worry about downtime or technical disruptions. Instead, we can concentrate on what we do best, knowing Framework has our back. They've truly become an extension of our team.

— *Shawn Regimand, Fractional CTO, Tri-Mat, Chicago, IL*



## What Clients Are Saying About Framework IT



### They Make Computer Stuff Less Painful

Framework IT and their team are very patient, responsive, thorough, and good-natured while solving my technical issues. No matter how small or complex the problem, they handle it with professionalism and a positive attitude. The entire team is approachable and supportive, which makes computer stuff significantly less painful and frustrating. Their responsiveness and clear communication give me confidence that any issue will be resolved quickly and efficiently. I truly appreciate their support!

— *Karen King, Marketing Manager, The Family Business Consulting Group, Chicago, IL*



### Prompt, Professional, and Incredibly Knowledgeable

We've been very impressed with Framework's phone support. Their team is always prompt, professional, and incredibly knowledgeable. Whether it's a quick fix or a more complex issue, they handle it with expertise and efficiency. Their responsiveness has made a real difference for us, minimizing downtime and keeping our operations running smoothly. It's clear they take pride in the quality of service they deliver. Highly recommend!

— *Richard Kachikwu, Director of Information Technology, McCormick Foundation, Chicago, IL*



### Quick to Respond, Organized, and Get the Work Done

Framework IT is the company to go with. They are quick to respond, organized, and get the work done efficiently and accurately. Every interaction with their team has been smooth and professional, making it easy to trust them with our IT needs. They consistently deliver high-quality service and keep everything running without a hitch. Highly recommend them!

— *Brittney Sarver, Oak Hill Builders, Naperville, IL*



## What Clients Are Saying About Framework IT

### // Services and Support are Top Notch

We've been working with Framework for over 4 years now and their services and support are top notch. Our VCIO Arthur has been instrumental in enhancing our IT and security solutions and a big shout out to the entire support team including Matt and Irfaan for their incredible support in finding solutions to computer and network issues.

— *April Lickovitch, Lotus Marketing*

### // Consistently Impressed with Their Support and Expertise

We use Framework phone systems at my work, and I have been consistently impressed with their support desk response time and their knowledge about the system and how to fix issues effectively. Their team is always quick to respond, and they make resolving technical problems feel easy and stress-free. It's clear they truly understand their products and care about delivering great service. I highly recommend Framework for reliable phone systems and outstanding support.

— *Brandon Barrows, Catholic Charities of Joliet, Joliet, IL*

### // Consistent Costs and Personalized Local Support

Framework IT's cloud phone system offers us predictable monthly costs and access to advanced technology that scales effortlessly without breaking the budget. What sets them apart is their personalized, local service—unlike large providers, they treat us like a valued partner, not just another account. Their timely tech support and attention to detail give us confidence and peace of mind. For anyone seeking reliable, cost-effective communication solutions with a personal touch, Framework IT is the clear choice.

— *Mark Novack, Batavia Avenue Mobil, Batavia, IL*



## What Clients Are Saying About Framework IT

### // **Fast, Cost-Effective Cloud Phone Support That Simplifies IT**

Framework's cloud phone system stands out for its rapid troubleshooting and expert support. Mark and his team resolve issues quickly, eliminating the need for expensive, time-consuming phone engineer visits. Their user-friendly service simplifies managing complex systems, saving us valuable time and money. We're extremely satisfied with the modern, cost-effective cloud solution Framework provides and strongly recommend making the switch from traditional on-premises phone systems.

— *Paul Kreski, CTL Group, Illinois*

### // **Seamless Mobility with Rapid, Reliable Cloud Phone Support**

FWIT's cloud phone system provides seamless mobility, allowing us to work from anywhere without missing calls—crucial for remote teams. Their quick, responsive support ensures any issues are resolved immediately, minimizing downtime. For businesses that depend on phone communication, FWIT stands out with its reliability, scalability, and advanced features, making it an essential, trusted solution.

— *Tom Eastham, Saleslink, Illinois*

### // **Quick Response with the Right Solutions**

The team responds quickly and troubleshoots with the right solutions every time. Their friendly and knowledgeable staff make working with them a pleasure. I rely on their expertise not only for business needs but also for personal support. Their dedication, professionalism, and proactive approach ensure issues are resolved efficiently, minimizing downtime and maximizing productivity. They truly set the standard for reliable IT support, providing peace of mind and effective results.

— *Julia Almeida, The Fountains of Wauwatosa, Wauwatosa, WI*



## What Clients Are Saying About Framework IT



### The Most Pleasant & Quickly Solved IT Interaction

The Framework tech was very calm and patient, solving my problem quickly and efficiently. It was quite possibly the most pleasant and fastest IT interaction I've ever had. Their professionalism and friendly approach made a stressful situation easy to manage. This level of service gives me confidence that Framework IT is a dependable partner for all our technology needs.

– *Barbara Dolan, Generation Law, Illinois*



### Polite, Professional, and Efficient Support

Larry was polite and professional and helped resolve my issue quickly and efficiently.

– *Nixie Rueda, Operations Specialist, Generation Law, Chicago, IL*



### Always Available Anytime

We've been using Framework for over 7 years and couldn't be happier. They installed our phone system and they're always available anytime we need assistance. Employees are outstanding and helpful, I highly recommend them!

– *Joe Hoffman, Mt. Prospect Park District*



### Our vCIO is Very Knowledgeable

Our vCIO is very knowledgeable and has our best interests in mind. He doesn't just try to sell us unneeded solutions to problems we don't have. I can trust that he wants us to have a secure and efficient IT infrastructure and that makes me comfortable and eager to recommend him to colleagues.

– *Dawn Dodd, Northlake Fire Protection District*



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