

What Clients Are Saying About Framework IT

“





Who Are Framework IT And What Can We Do For You?



Framework IT is a Chicago-based managed service provider that specializes in delivering comprehensive managed IT support, strategy, security, and more to businesses in Chicagoland and across the nation. Our mission is to help you and your team run your business better by ensuring you get IT right. We do so through our robust Business Optimization Process, data-driven best practices, and customized Business Optimization Roadmap, which help you establish a more proactive, secure, and standardized IT environment. From cloud services and business phone systems to vCIO consulting and data backup and disaster recovery, our end-to-end approach to managed IT helps us build trusted, long-lasting relationships with our partners that inspire growth, reduce IT challenges by more than 40%, and improve resolution times by 30%.

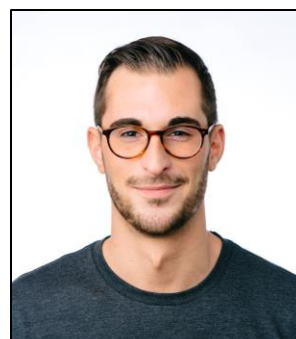
Meet Some of Our Leadership Team



Adam Barney
President



Mike Kolb
COO



Alex Pilalis
Service Manager



Olivia Anderson
Director of Sales



What Clients Are Saying About Framework IT



“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



“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.”

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

To Request Your **FREE** Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



What Clients Are Saying About Framework IT



“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.



“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



“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

To Request Your **FREE** Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



What Clients Are Saying About Framework IT



“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



“Framework IT provides so much more than network support for our organization. We value the insightful advise 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



“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.

To Request Your **FREE** Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



What Clients Are Saying About Framework IT



"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.



"Framework IT have been great. We are we 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**



"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**

To Request Your **FREE** Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



What Clients Are Saying About Framework IT



“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 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



“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



“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

To Request Your **FREE** Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



What Clients Are Saying About Framework IT

“The team responds to tickets within 15 minutes. Their casual, but professional, approach has fostered a close relationship. Framework IT enhances this partnership with quality support and custom-tailored solutions. Expect accessibility and great interpersonal communication skills.”

**– Director of Operations
Design Company**

“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**

To Request Your FREE Assessment
please visit www.FrameworkIT.com or call our office at **312-265-8733**.



**For Even More Client Feedback
And Success Stories, Please Visit:**
www.FrameworkIT.com

**700 N Sacramento Blvd., Suite 101
Chicago, IL 60612
(312) 265-8733
www.frameworkit.com**
