



# Why Many Central Coast CPA Firms Are Frustrated With Their Current IT Provider

- Does your IT provider take forever to respond when urgent issues happen?
- Are recurring technology problems disrupting productivity during critical deadlines?
- Are you confident your clients' financial and tax data are truly secure?
- Can your team reliably and securely access files and applications from anywhere?

Dear Colleague,

Are you sick and tired of constant IT, phone, and computer problems interrupting your day, frustrating you and your team? Do you feel stuck with an unresponsive IT provider who isn't delivering the service your firm needs, but you don't know who else you can trust to do a good job without overcharging you?

**If so, I have the solution that will make IT-related issues one headache you NEVER have to deal with again.**

My name is Lyle Thomas, owner and CEO of Professional IT Solutions in Arroyo Grande. Since 2002, we've specialized in supporting CPA firms with proactive IT support, cybersecurity protection, secure remote access, and fast local service. We understand that during tax season, even small technology problems can create major disruptions — which is why responsiveness and proactive monitoring are critical for CPA firms. In fact, we guarantee an initial response to support requests within **10 minutes**, answer our phones live **96% of the time**, and proactively monitor our clients' systems **24/7** to help prevent problems before they disrupt your firm.



**Why can I make such a bold statement?**

**CPA firms have a responsibility to protect sensitive financial and tax data while maintaining reliable access to files and applications — especially during busy tax deadlines. Even minor technology issues, security failures, or downtime can disrupt productivity, delay client work, and damage trust your firm has worked years to build.**

Because almost every managing partner or office administrator at a CPA firm I speak with will confess that their current IT provider — whether it's an internal employee or outside IT company — is NOT completely delivering the level of service they want. Therefore, they are forced to deal with ongoing technical issues and worry that their network is NOT secure from hackers, ransomware, extended downtime, and a range of data-erasing disasters. Clearly, this is unacceptable!

## **Isn't It Time To *Finally* Get Rid Of This Headache?**

Although reliable, responsive IT support should be standard, it still surprises me how many IT providers fail to deliver the level of service CPA firms actually need. Therefore, I understand if you're skeptical about our claims. My guess is that you've been disappointed, even burned by other IT providers in the past. That's why I'd like to extend the following offer to you...

## **CPA Firm Security & Technology Review...**

As a prospective client, I'd like to offer you a free, no-obligation, no-sales-pressure CPA Firm Security & Technology Review where we'll conduct an audit of your network's security, backups, and overall health.

When done, we'll provide a report of findings that will reveal whether your client data is truly protected, whether your backups would actually work during an emergency, and whether there are vulnerabilities that could expose your firm to ransomware, downtime, or expensive disruptions during critical deadlines.

After all, it never hurts to get a competitive bid from a qualified third party – and this assessment is totally, completely free without obligation.

## **What To Do Next**

To schedule your free CPA Firm Security & Technology Review, please call my office at 805-295-8883. You can also go online to <https://www.proitzone.com/aspirin/> and complete the form or send me an e-mail to [lylet@proitzone.com](mailto:lylet@proitzone.com)

While there, you can also read comments from other business owners like you and discover why we're the Central Coast's #1 small business IT support firm.



The Assessment only takes 60 minutes to conduct, but when it's done, you'll know for sure if your company's data is secured and, in the event of a disaster, exactly how fast you could be back up and running again (if at all). I will be following up in the next couple of days to make sure you received this letter, and to see if you would like to schedule this CPA Firm Security & Technology Review. If not, please just let us know!

Awaiting your response,

Lyle Thomas  
CEO, Professional IT Solutions, Inc.

P.S. Why risk it? Our CPA Firm Security & Technology Review comes with zero strings attached, no expectations, and no obligations on your part. If nothing else, it will be a good third-party validation of how well your systems are currently performing.

## How Does Your Current IT Guy Stack Up?

### Take this quiz to find out!

How can you tell if you are receiving poor or substandard service? How do you know if your IT company or IT provider is doing everything possible to secure your network and prevent expensive disasters? **If your technician does NOT score a "yes" on every point, you could be paying for substandard support and jeopardizing your data and network's security!**

- Do they answer their phone LIVE and respond to emergencies promptly (within 15 minutes)?
- Are they easy to reach and highly responsive (responding same day) when you need them for non-emergencies?
- Do they proactively monitor, patch, and update your computer network's critical security settings daily? Weekly? At all? How do you know for sure?



- Do they offer proof that they are backing up ALL your data, laptops, and devices?
- Do they meet with you regularly (at least once a quarter) to report what they've been doing, review projects, and offer new ways to improve your network's performance instead of waiting until you have a problem to make recommendations?
- Do they provide detailed invoices that clearly explain what you are paying for?
- Do they explain what they are doing and answer your questions in terms that you can understand, NOT in "geek speak"?
- Have they proactively discussed cybersecurity with you and made recommendations for better protecting your network from ransomware?
- Have they provided you with complete network documentation, or do they hold the "keys to the kingdom"?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do you look forward to seeing them, working with them, or do you cringe every time you have to make that call?



## Here Are Just A Few Other Business Owner's We've Helped:

### **Stress-relieving partnership**

Professional IT Solutions, Inc. has always responded quickly to our IT-related issues, and they always resolve those issues promptly. We are extremely pleased with their services and have partnered with Professional IT Solutions for over 20 years. We truly view our relationship with Professional IT Solutions as a partnership, knowing that we have them on speed dial and their quick response time honestly relieves stress from our day-to-day operations – especially during tax time.

*Leeann Liscombe EA  
Kizanis & Liscombe EA  
Arroyo Grande*

### **Grateful for remote service**

Professional IT Solutions has been remotely monitoring my server and workstations for over 10 years. Any abnormalities that come up can be dealt with by Professional IT Solutions, which frees me from spending the time to investigate and correct the problem or issue. Professional IT Solutions maintains all the updates to Windows and other software programs, so I'm at ease knowing that my systems are up to date. Any issue that needs attention while I am working on my system can be communicated directly to Professional IT Solutions by phone or email. They provide prompt service when contacted which then allows me to go about my business and not worry about my IT.

I'm grateful that they handle issues remotely, which means I'm not spending my time waiting for a technician to show up on-site to correct any issues.

Professional IT Solutions has been handling my computers since 2009, there has been no need to change to another IT vendor.

*Richard May  
Richard A. May, EA, Inc.*

### **Committed, Consistent and Responsive**

The single biggest benefit to the Ernst Law Group since we started using Professional IT Solutions as our IT provider is reliable remote connections. From the courtroom to the boardroom and everywhere in between, we have consistent access to our files which keeps us operating at optimal efficiency.

Better than other IT firms we have worked with in the past, we like Professional IT Solutions commitment, consistent service, and responsiveness to issues.



If you are on the fence about choosing Lyle and his team at Professional IT Solutions as your IT firm, I say we have no regrets, they provide excellent value.

Call them today, you'll be glad you did.

*Don Ernst*  
*Attorney*  
*Ernst Law Group*  
*San Luis Obispo*

**They don't make us wait like other IT companies**

Professional IT Solutions, Inc considers us business partners. The fact that when we call with an issue, we feel that their techs care about us and want to fix the issue as soon as possible. They do not make us wait a day or two before helping us like other tech companies which keep us up and running worry-free.

Professional IT Solutions is proactive. They keep our computers updated and proactively look for possible (or potential) issues instead of waiting for the problems to happen therefore preventing downtime because potential problems are fixed before they become big problems.

IF anyone is considering partnering with a local IT company, don't wait. Partnering with Professional IT Solutions would be one of the best and most important business decisions you could make.

*Michael Garripee*  
*CEO & Owner*  
*Bomar Security & Investigations*  
*Santa Maria*

**Fast, efficient, dependable, and local**

I've been partnering with Professional IT Solutions for over 10 years. I love that they are a local company that provides professional services at a reasonable price. I am up to date on all the new technologies which help my business run smoothly.

I appreciate that all my systems are monitored for issues and problems and that Professional IT Solutions is proactive in maintaining my systems which prevents downtime and IT surprises.

I am not a computer specialist. I am a specialist in my profession. I have Professional IT Solutions on my team, full-time. By letting them do what they do best, frees up my time to do what I do best.

Professional IT Solutions is local, fast, efficient, and dependable which means IT is something I don't have to give a second thought about, it's covered.

*Stacy Korsgaden*  
*Coastal Wealth Financial*  
*Grover Beach*