

I.T.

Buyers Guide



TheNerdStuff®

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

How to Cut Through the Noise of IT Contracts, Services,
and Pricing So You **Don't End Up with the Wrong
Provider** (and a Costly Mistake)

Read this executive guide to discover:

- ✓ The 3 most common ways I.T. services companies charge for their services, and the pros and cons of each approach.
- ✓ A common billing model that puts ALL THE RISK on you when buying I.T. services; learn what it is and why you need to avoid agreeing to it.
- ✓ Exclusions, hidden fees and other “gotcha” clauses I.T. companies put in their contracts that you DON'T want to agree to.
- ✓ <<X>> ways “cheaper” I.T. firms hide the TRUE cost of their services in their contracts.
- ✓ <<X>> critical questions to ask your I.T. support firm BEFORE signing an agreement.

Never Ask An I.T. Services Company, "What Do You Charge For Your Services?" Instead, Make Sure You Ask, "**What Will I Get For My Money?**" And Know What To Look For And What To Avoid



From the Desk of: Brent West
President
The Nerd Stuff

Dear Colleague,

One of the first questions we get from new prespective clients is: "**What do you guys charge for your services?**" Since this comes up so often, I figured it's worth breaking down. The truth is, picking your IT provider based on price alone—or even making it a top deciding factor—can actually cost you more in the long run. It can also lead to frustration and unnecessary risk for your business. Here are three key reasons why:

1.

Unlike most industries, IT services don't have "standard" pricing—even though, on the surface, many providers seem to offer the same thing. That's why comparing IT companies based on price alone doesn't work.

In this breakdown, I'll walk you through how IT providers structure their pricing, the pros and cons of each model, and what really matters when choosing the right partner for your business. Let's get into it.

2.

Here's the truth: Some IT providers use fine print in their contracts and SLAs (Service Level Agreements) to make their pricing *look* cheaper—but it comes at a cost. They cut corners on security, backups, and disaster recovery, leaving businesses wide open to cyber-attacks.

Most business owners don't know what to look for, what questions to ask, or the real risks of going too cheap on IT protection. And that's exactly how these "budget" IT firms get away with it. You **need** to understand what's really happening behind the numbers, and I'm going to break it down for you.

3.

My goal is to help business owners understand how to choose the right IT provider—one that fits their needs, budget, and situation **based on real value**, not just the price tag. Whether it's high or low, price alone doesn't tell the full story. What matters is what you're actually getting for your investment.

At the end of the day, my goal is to make sure you have the information you need to choose an IT partner who actually helps you solve problems, keeps your business running smoothly, and fits your timeline, needs, and budget.

Here to help,

Brent West
President
The Nerd Stuff

About The Author's

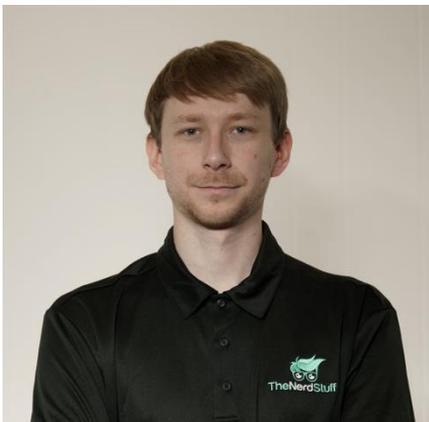
Brent West
IT Leader | Strategic Innovator | MSP Specialist

I've been in IT since 2003, when I first started running the computer labs at Northern Illinois University. That early hands-on experience sparked my passion for technology and problem-solving, setting me on a path that's now spanned over two decades.

Managing those labs taught me the importance of both precision and patience—qualities that have stayed with me throughout my career.

Fast forward to today, I'm the President & Chief Strategy Officer at The Nerd Stuff, Inc., an MSP I co-own that focuses on delivering tailored IT solutions to Oregon Businesses. Our mission? To simplify technology for our clients, help them stay secure, and give them peace of mind so they can focus on what they do best.

My philosophy has always been about supporting clients first. Technology should solve problems, not create them. That's why I prioritize clear communication, proactive support, and creative solutions that actually make a difference. It's not just about fixing issues when they happen—it's about preventing them in the first place.



Alan Doyle
Founder & CTO | The Nerd Stuff, Inc.

Alan Doyle is the Founder and Chief Technology Officer of The Nerd Stuff, Inc., bringing over 20 years of IT leadership and five years as CTO. He specializes in developing custom tech solutions, managing complex projects, and leading infrastructure overhauls.

Alan's expertise covers a wide range of hardware and software, including Windows Servers, Linux, OSX, PFSense, ProxMox, and more. He is skilled in programming languages like PHP, JavaScript, MySQL, ReactJS, and NodeJS, allowing him to build tailored systems that boost efficiency and performance.

Before founding The Nerd Stuff, Alan served as IT Director at Cal-Cert Company, managing a \$100K IT budget, overseeing major server migrations, and developing web-based asset and customer management systems. His standout projects include building an enterprise inventory management system with over 850K records and leading multiple company-wide server and network rebuilds.

Alan's dedication to problem-solving and innovation drives The Nerd Stuff's mission to deliver practical, creative tech solutions.

Comparing Apples To Apples: The Predominant I.T. Services Models Explained

Before you can accurately compare the fees, services and deliverables of one I.T. services company to another, you need to understand the 3 predominant pricing and service models most of these companies offer. 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 (Hourly).

In the IT world, we call this the “break-fix” model. It’s pretty straightforward—you pay an hourly rate when something breaks, and a technician comes in to fix it. Rates usually fall between \$175-\$250/hour, depending on the provider and the complexity of the issue.

Sometimes, you can negotiate a discount by buying a block of hours upfront. The work can range from quick fixes (like resolving slow Wi-Fi or email issues) to bigger projects (like software upgrades, implementing cybersecurity measures, or even handling an office move). Some providers also offer staff augmentation or temporary placements under this model.



Another similar model is the **Value-Added Reseller (VAR)** approach. VARs typically work with organizations that already have an internal IT team. The “value-added” part comes from the fact that they resell hardware—like PCs, firewalls, and servers—and software, but also provide the services to install, set up, and configure everything properly.

VARs usually cater to larger businesses with in-house IT departments. However, over the past decade, there’s been a shift—many VARs have moved away from this model and transitioned into **managed IT services**, offering more comprehensive, ongoing support instead of just one-off projects.

Managed I.T. Services (MSP, or “Managed Services Provider”).

This model is known as **Managed IT Services**, where the provider (commonly called an **MSP**) becomes your fully outsourced IT department. They handle everything related to your IT infrastructure, including:

- **Troubleshooting IT issues** as they arise.
- **Setting up and supporting** PCs, Macs, tablets, and workstations for both new and existing employees—whether they’re on-site or working remotely.



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- Install and set up applications like Microsoft 365, Google Workspace, and SharePoint.
- Secure your network, devices, and data against hackers, ransomware, and viruses.
- Backup your data and provide fast recovery in case of disasters.
- Offer help desk support to resolve employee IT issues quickly.
- Set up and manage your phone system to keep your team connected.
- Monitor and maintain your network’s health, speed, performance, and security daily.

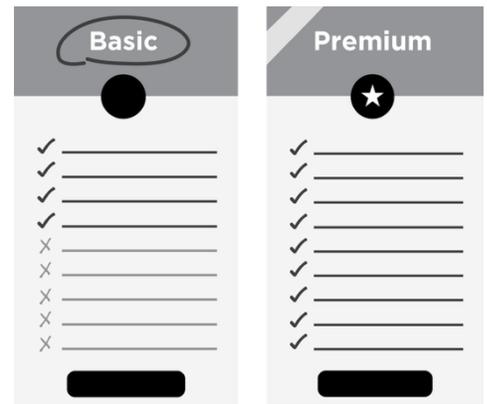
On top of handling your day-to-day IT, a solid MSP like us will map out an IT Roadmap and budget for key projects that boost your network security, keep your critical apps stable and running, and make sure you’re staying compliant with data protection laws like HIPAA, FTC Safeguards, and PCI. We also ensure your cyber protections line up with your cyber insurance requirements.

These projects go beyond regular maintenance—they’re planned ahead based on your company’s growth, risk tolerance, operations, and how your business runs. We review your IT Roadmap and budget at least once a year (or more often if needed) to keep everything aligned with your goals and any changes in your business.

Vendor-Supplied I.T. Services.

A lot of software vendors offer basic IT support, like a help desk or remote assistance, for an extra fee. But here’s the catch – this support is usually limited to just their specific application. They won’t touch anything outside of their software or the server it’s on. If the issue is with your network, devices, or another app, they’ll just tell you to call “your IT department.

“While it’s smart to get a basic support package for any critical line-of-business software you use, that alone isn’t enough. You still need full IT services – cybersecurity, backups, end-user support, and someone who can manage your entire network, not just one piece of it. That’s where we come in. Our comprehensive IT services fill in those gaps by supporting your entire tech environment – from your network and devices to your software and security – so nothing falls through the cracks



If you’re a small or midsize business looking to outsource your IT support, you’ll usually face two options: **Managed Services** or **Break-Fix**. Let’s break down the pros and cons of each so you can decide what’s right for your business, and then we’ll go over how the pricing typically works for both models.

Managed Services gives you proactive, ongoing IT support for a flat monthly fee—think of it as having a dedicated IT team watching over your network 24/7.

Break-Fix is more reactive—you only call when something breaks, and you pay per issue or by the hour. Each has its place, but understanding the differences can help you avoid unexpected costs and downtime. Let’s dive into the details.

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Managed I.T. Services Vs. Break-Fix: Which Is The Better, More Cost-Effective Option?

The advantage of break-fix services is that you only pay for I.T. support when you need it, without being locked into a monthly or multi-year contract. If you're not happy with the service you're getting, you can change providers easily. If you're a micro-business with only a few employees, very simple I.T. needs where you don't experience a lot of problems and don't host or handle sensitive data (medical records, credit cards, Social Security numbers, etc.), break-fix might be the most cost-effective option for you.



However, the downsides of break-fix services are many if you're NOT a micro-business and are attempting to grow in revenue, staff and clients, or if you handle sensitive, "protected" data. The 6 big downsides are as follows:



1. **Break-fix can be very expensive** if you're not a managed client and face major issues like a ransomware attack, fixing the problem takes longer. The IT company won't be familiar with your setup and likely won't have backups or protections in place, making recovery harder and increasing downtime. Managed services prevent this by keeping your network secure, backed up, and ready for quick recovery.



2. **Paying hourly works entirely in your I.T. company's favor, not yours.** With the break-fix model, the IT company might assign a junior tech to your issue, who could take two to three times longer to fix something a senior tech could handle quickly. Since they're paid by the hour, there's no real incentive to resolve your problem fast—in fact, the longer it takes, the more they make.



3. **You are more likely to have major issues.** One of the biggest reasons businesses go with a managed services provider is to stop major IT issues before they happen. Like Benjamin Franklin said, "An ounce of prevention is worth a pound of cure." The smartest (and most cost-effective) way to avoid disasters isn't to cross your fingers and hope—they're avoided by being proactive and preventing them in the first place.



4. **You can't budget for I.T. services** and as I've already mentioned, you could end up spending more in the long run if you're constantly calling for urgent "emergency" support every time something breaks.

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5. **You won't be a priority for the I.T. company.** All I.T. firms prioritize their contract managed clients over break-fix clients. That means you get called back last and fit in when they have availability, so you could be down for days or weeks before they can address your problem. Further, because you're not under a contract, the I.T. company has no incentive to keep you happy or even address the root causes of your problems, which can lead to MORE problems and MORE costs.



6. **If no one is actively maintaining the security of your network and data, your chances of getting hacked go up exponentially.** Believe me when I tell you most people grossly underestimate the costs and damage done by a ransomware attack. Your operations shut down and your client contracts, private e-mails, company financials, employee payroll and other sensitive data are in the hands of criminals who won't think twice about e-mailing your list of employees' and clients' confidential information.

Thinking you're fine because "nobody wants to hack us" or "we're 100% in the cloud" is gross ignorance. If you don't have a professional I.T. company monitor and maintain your company's I.T. security, you WILL get hacked, incurring significant financial losses, not to mention reputational damage and client losses.

For all these reasons, hiring an MSP to manage your I.T. environment for an agreed-upon monthly budget is, by far, the most cost-effective, smartest option for most businesses with 10 or more employees, or who handle critical operations and sensitive data and are risk-averse.

What Should I.T. Services Cost?



Important! Before diving into numbers, it's important to know that MSP pricing can vary widely. The following price ranges are based on industry averages from a trusted consulting firm, Service Leadership, which specializes in analyzing IT services firms across the country.

We're sharing this to give you a general idea of what most MSPs charge and to highlight the massive differences in service contracts that can impact what you actually get for your money.

Now, here's the key — **this isn't our pricing model.** We're simply providing this for context. Our pricing is built around *your* specific needs, not cookie-cutter packages. Whether we're more efficient and can offer better value, or if we're a bit higher due to the depth of our services, we always focus on delivering the most bang for your buck. It's not about being the cheapest or the most expensive — it's about providing real value that protects and supports your business the right way.

Let's walk through how our approach compares and why it might be the best fit for you.

Hourly Break-Fix Fees: Most I.T. services companies selling break-fix services charge between 175-250 per hour with a one-hour minimum. In some cases, they will give you a discount on their hourly rates if you purchase and pay for a block of hours in advance.



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Project Fees: If you're bringing in an IT firm for a one-time project, pricing can vary a lot depending on the scope and complexity of the work. To make sure you're getting the best value and avoiding surprises, here's what I recommend you insist on:



- **A detailed scope of work that specifies what “success” is.** Make sure you clearly document your expectations—performance, workflow, costs, security, access, all of it. The more specific you are upfront, the better. Laying it all out from the start helps prevent miscommunications and those surprise extra fees down the road when you realize you're not getting exactly what you wanted.
- **A fixed budget and time frame for completion.** Agreeing to everything upfront keeps you and the consultant on the same page. Watch out for vague hourly estimates that leave room for “unforeseen” charges—those can add up fast. At the end of the day, it's the IT consulting firm's job to accurately assess your project and give you a solid quote based on their experience. You shouldn't be stuck paying for their underestimates or inefficiencies. A true pro will factor in potential hiccups and price the project accordingly—so there are no surprises.

Managed I.T. Services: Most managed IT service providers charge a monthly fee per user, covering the devices and locations they support. According to industry data, these fees typically range from \$150 to \$400 per user per month. This variation depends on the services included and the complexity of your IT environment. It's important to note that these rates are subject to change due to factors like inflation and the competitive IT talent market.



Obviously, as with all services, you get what you pay for. “Operationally mature” MSPs typically charge more because they are far more disciplined and capable of delivering cybersecurity and compliance services than smaller, cheaper-priced MSPs.

Top-tier MSPs don't just cover the basics—they also offer CIO (Chief Information Officer) services, dedicated account management, and strong financial controls. This means they're stable, not running on fumes, and can afford to hire and keep skilled, experienced techs instead of relying on junior engineers or cheap, outsourced labor.

Now, I'm not saying you have to pay top dollar to get solid IT support, and just because an MSP charges more doesn't always mean they're delivering top-notch service. But if you see an MSP offering services at \$150 per user or less, it's worth asking what corners they're cutting. At that price, they're likely skipping essential services or sacrificing quality, which could cost you more in the long run.

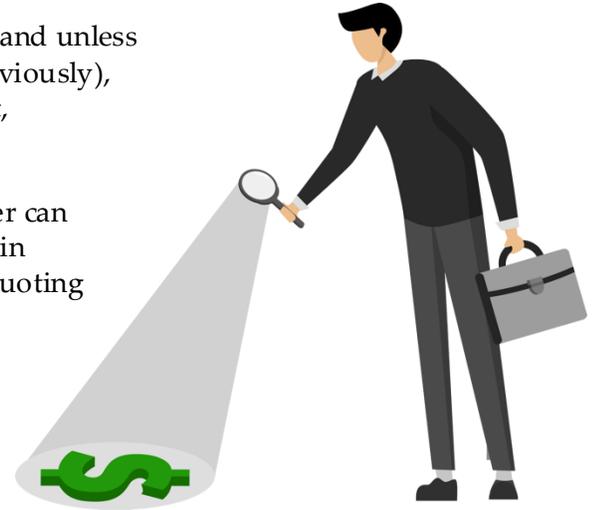
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5 Ways “Cheaper-Priced” I.T. Firms Hide The TRUE Cost Of Their Services In Their Contracts

As we said previously, no two I.T. services agreements are alike, and unless you are technically savvy (and most C-level executives aren't, obviously), you won't really know if what you're being quoted is insufficient, overpriced or even underquoted.

If you're not careful, the “cheapest” or less expensive I.T. provider can end up costing you a lot more due to carve-outs and hidden fees in their contracts that they will later nickel-and-dime you over, or quoting inadequate solutions that you'll later need to pay to upgrade.

Here are the 5 most common things “cheaper” I.T. companies leave out of their proposal to make themselves appear cheaper – but those companies are NOT the bargain you might think they are.



1 Grossly Inadequate Compliance And Cybersecurity Protections.

A ransomware attack can be absolutely devastating for any business, so it's crucial to ensure the IT company you're working with isn't just slapping on basic (and cheap) antivirus software and calling it a day. This is one of the biggest corners “budget” MSPs cut – and it leaves businesses wide open to serious threats.

Antivirus alone just doesn't cut it anymore. In fact, most insurance companies now require advanced cyber protections like employee cyber awareness training, 2FA (two-factor authentication), and advanced endpoint protection before they'll even consider offering cyber liability or crime insurance.

At The Nerd Stuff, we include all of that as part of our standard package. This not only massively lowers your risk of a cyberattack but also ensures you meet insurance requirements – so you're not left high and dry when you need coverage the most.

2 Inadequate Backup And Disaster Recovery Solutions.

Make sure your IT company is backing up **everything** – not just your servers and workstations, but also your cloud applications like Microsoft 365, Google Workspace, and any line-of-business apps (think CRM data, client files, etc.). A lot of people assume cloud services automatically back up their data, but if you read the fine print, you'll realize they don't guarantee it – and that can be a costly surprise.

On top of that, your backups need to be immutable, meaning they can't be altered or deleted by hackers. Many insurance companies now require immutable backups before they'll cover ransomware or other cyber events that wipe out your data.

So, double-check with your IT company and make sure that's part of the package they've quoted you. It's too important to leave to chance.

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3**Carve-Outs For On-Site And After-Hours Support.**

Many business owners are surprised to find that on-site visits come with extra fees. At The Nerd Stuff, we include these in our agreements—no surprise charges. Always check what’s included in any service agreement to avoid unexpected costs later.

4**Nonexistent Vendor Liaison And Support.**

Some I.T. firms will charge you hourly to resolve issues with your phone system, ISP, security cameras, printers and other devices they didn’t sell you but that still reside on the network (and give you technical problems). As a client of ours, you get all of that INCLUDED, without extra charges.

5**Cheap, Inexperienced Techs And No Dedicated Account Managers.**

A lot of smaller MSPs cut costs by hiring 1099 contractors or bringing in cheaper, less experienced techs to work on your network. The truth is, skilled engineers—especially those with solid networking and cybersecurity knowledge—cost more. Make sure the IT company you’re outsourcing to uses **qualified, local talent** who actually know what they’re doing

Smaller MSPs often can’t afford dedicated account managers, leaving you reliant on the overworked owner to keep an eye on your account, spot issues before they escalate, and handle critical updates, upgrades, and budgeting. Solid account management should cover creating and managing your IT budget, building a custom roadmap for your business, and regularly reviewing compliance and security to ensure nothing slips through the cracks.

At The Nerd Stuff, we go a step further—**all our techs are Tier 2 or Tier 3**, so you won’t get stuck playing the Tier 1 help desk shuffle. When you call us, you’re getting experienced experts who can solve problems fast, without the runaround.

Buyer Beware! To really compare the cost of one managed IT services contract to another, you need to know exactly what’s included—and what’s not. It’s super easy for one IT provider to look cheaper on paper, but once you dig into the details, you might find they’ve cut corners or left out key services that end up costing you more later. The SLA should define the following:

- What services the MSP is providing in clear terms.
- Guaranteed response time to a problem (both minor and major outages).
- What fees are extra (like on-site fees, after-hours support, etc.).
- Contract terms and renewals.
- Cancellation terms: specifically, how do you get out of the contract if they are not delivering the services promised?
- Liability protection, both for them and you.
- Payment terms.

But the BEST way to avoid having a problem is to pick the right MSP to begin with.

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Here are 3 key questions to ask your IT services provider to make sure you know exactly what you're getting for your money. Some things might not matter much to you, but others — like response times, proper insurance, and solid cybersecurity and compliance — could be deal-breakers. Make sure you fully understand each of these points before choosing a provider, and most importantly, **get it all in writing.**

3 Questions You Should Ask Your I.T. Services Firm Before Signing A Contract

Customer Service:

Q1 How do you request support?

Our Answer: When you have an I.T. issue you need help with, how do you get support? Do you have to put in a service ticket via your PC? Can you call in to a dedicated help desk or do you have to send an e-mail? If they require you to enter a ticket, what do you do when the Internet is out or your laptop or PC isn't working? Make sure they explain exactly how they handle I.T. support requests. At The Nerd Stuff, we prefer handling support requests through **emailed tickets** for efficiency, but we always have a **help desk tech available live** for emergencies or if email is down. That way, you're always covered when you need help the most.



Q2 Do you have a written, guaranteed response time for working on resolving your problems?

Our Answer: The #1 frustration we hear from business owners about their current I.T. company is "They never return our calls" or "I have to wait forever to get someone to respond to a problem." Obviously, if you're paying for support, that's unacceptable. At The Nerd Stuff, every contract includes our **Happiness Clause**, ensuring we earn your trust and business **every single day**. If you're not happy with our service, we'll make it right — no hassles, no excuses.

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" — taking the time to answer your questions and explain things in **plain English**, not tech jargon. Don't just take our word for it — check out the client comments in this report and see how our customers rave about our team's dedication to support and service.

Q4

Do they create an I.T. Roadmap and budget and meet with you quarterly to review it?

Our Answer: We conduct technology business review meetings with our clients to look for areas of high risk (such as cybersecurity, compliance, unstable systems, old equipment, etc.) as well as new ways to help improve employee productivity, lower costs, increase efficiencies, and align I.T. with your business goals. Most MSPs don't offer these fractional CIO services, don't know how to put together an I.T. budget and Roadmap, and simply offer basic help desk support and some maintenance, NOT strategy.

Q5

Do they bill you properly and provide invoices that clearly explain what you are paying for?

Our Answer: One common complaint we hear from new clients is **overbilling**. Either their old IT company forgets to bill for something and later drops a huge "catch-up" invoice, or they send out random, confusing bills that make it hard to tell what you're actually paying for.

At The Nerd Stuff, we keep it simple and transparent. You'll get **detailed invoices** that clearly show what you're being charged for, and if there's going to be a major change or extra cost, we'll **let you know upfront**—before any work begins. No surprises, no hidden fees.



Q6

Do they have adequate insurance to protect YOU?

Our Answer: Since your IT company is directly managing your critical data and infrastructure, it's crucial they carry **cyber liability** and **errors and omissions (E&O)** insurance. This protects you from any damages or costs they might accidentally cause. If they don't have proper coverage, that liability could fall on **you**. Don't hesitate to ask for proof of their insurance. A reputable IT provider will have it and be happy to show it.

Q7

Do they have a dedicated account management team?

Our Answer: If they are too small to offer dedicated account management, you'll end up frustrated trying to find someone to help you. If it's the owner, ask how they are going to be able to dedicate time to you while running the company (the answer: they won't). Make sure you know what team is going to be dedicated to supporting YOU when you need help.



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Cybersecurity And Compliance:

Q8

Do they insist on providing security that meets the FTC Safeguards Rule?

Our Answer: The FTC Safeguards Rule has been around for years but recently has been updated to be far more aggressive in its requirements for all businesses. Penalties are serious – \$100,000 per violation and over \$43,000 per day. If you fail to meet the security standards outlined (and most businesses ARE required to meet these standards), you could be fined by the FTC and sued, creating significant financial costs and tying you up in litigation and lawsuits, not to mention reputational damages.

If your current IT company hasn't brought this up, they're putting you at serious risk. We make sure every client has proper security standards in place. Cheaper MSPs cut corners, skipping critical protections, but that "bargain" can cost you more later. That's why we require 2FA, MFA, antivirus, vulnerability scans, and off-site backups for mission-critical systems.

Q9

Do they provide you with a report that shows all the updates, security patches and the status of every machine on your network so you know for SURE your systems have been secured and updated?

Our Answer: Every quarter, our clients get a detailed report that shows an overall health score for their network and the updates we've made to their network. We reassess their security, stability and compliance every quarter to ensure we are doing OUR job in watching over critical operations and data to drastically reduce the chances of a disaster or cyber-attack.



Q10

Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, 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.

If your current I.T. company doesn't provide you with any documentation and they keep you in the dark about what "inventory" you have of equipment, software licenses, system passwords, etc., you are being "held hostage" and should NEVER allow an I.T. person to have that much control over your company. If you get the sneaking suspicion that your current I.T. 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, and their leadership team, understand regulatory compliance such as the HIPAA, PCI compliance, FTC Safeguards Rule.

Our Answer: HIPAA, PCI compliance, and FTC? No problem. And if you need to meet any other compliance standards, we've got you covered with our compliance management program. It's designed to help us hit every requirement and keep you fully protected.

Q12

Have they asked to review your cyber liability, ransomware or crime insurance application to ensure they are doing what is required in your policy for coverage?

Our Answer: Many businesses now carry insurance to help cover the costs of a ransomware attack or other cyber fraud case where money is stolen from your organization. HOWEVER, all insurance carriers are now requiring strict cybersecurity protections be implemented BEFORE they will cover you. If your I.T. company has not talked to you about this, you might be at risk to have your claim denied for coverage due to your failure to meet the cyber standards YOU agreed to in the policy.



If a ransomware attack happens, your insurance company won't simply pay out. They will investigate the matter first to determine what happened and who caused it. If they discover you didn't have adequate preventative measures in place (as outlined on the application, you completed to get coverage) they are within their right to deny coverage.

You might think your I.T. company is actually doing what is outlined on the policy, but there's a very good chance they aren't. We see this all the time when reviewing potential new clients' networks. One of the things we can do for you in a complimentary Risk Assessment is review this important area of protection and see whether or not you're meeting basic cybersecurity requirements that are in most insurance policies.

Backups And Data Recovery: _____

Q13

Do they INSIST on immutable backups for your data?

Our Answer: The only kind of backup you should have is an "immutable" backup, which means your backup data cannot be changed or corrupted. This is important because ransomware attacks are designed to infect your backups so you are forced to pay the ransom to get your data back. This is why cyber insurance policies now require the companies they are insuring to have immutable backups in place. If you're working with an I.T. firm, they should not only know about this type of backup, but insist you have it.

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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, such as an office fire or ransomware attack, do they have a written plan for how your network could be restored FAST and/or enable you to work from a remote location?

Our Answer: All our 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 Service: _____

Q17

Is their help desk U.S.-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and supportive. We consider this one of the most important aspects of customer service, plus we feel it’s important to keeping your data secure.

To Schedule Your FREE Assessment,
please visit thenerdstuff.com or call our office at 541-726-7775.

Q18

Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?

Our Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. but what we do have is real-world experience and a proven track record of keeping businesses secure and compliant. Our team is hands-on, constantly staying up to date with the latest threats and solutions, and focused on practical results—not just passing tests. Plus, our hiring process is so stringent, 93% of the technicians who apply don't make it through. (Guess who's hiring them?)

Q19

Do their technicians conduct themselves in a professional manner?

Our Answer: Our technicians are true professionals who are not only polite, but trained in customer service, communication and high standards. They won't confuse you with "geek-speak," make you feel stupid or talk down to you. If they have to be on-site at your office, you would be proud to have them there. 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 line-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 I.T. 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 to resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.

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Are You Done With Frustrating I.T. Support And Never-Ending I.T. Problems?

Give Us A Call To Get The Competent I.T. Support You Need
And The Responsive, Honest Service You Want

If you want to find an I.T. company you can trust to do the right thing, the next step is simple: call my office at 541-726-7775 and reference this report to schedule a brief 10- to 15-minute initial phone consultation.

You can also go online and schedule the call here: www.thenerdstuff.com/call

On this call we can discuss your unique situation and any concerns you have and, of course, answer any questions you have about us. If you feel comfortable moving ahead, we'll schedule a convenient time to conduct our proprietary **31-Point I.T. Systems And Risk Assessment**.

This Assessment can be conducted with or without your current I.T. company or department knowing (we can give you the full details on our initial consultation call). **At the end of the Assessment, you'll know:**

- ✓ Whether or not your I.T. systems and data are truly secured from hackers and ransomware, and where you are partially or totally exposed.
- ✓ If your data is *actually* being backed up in a manner that would allow you to recover it quickly in the event of a data-erasing emergency or ransomware attack.
- ✓ Where you are unknowingly violating HIPAA, PCI-DSS, or FTC Safeguards if your backups aren't secure, encrypted, or regularly tested for recovery.
- ✓ How you could lower the overall costs of I.T. investments, improving communication, security and performance, as well as the productivity of your employees.

Fresh eyes see things that others cannot – so, at a minimum, our free Assessment is a completely risk-free way to get a credible third-party validation of the security, stability and efficiency of your I.T. systems. There is no cost and no obligation. We are here to earn your trust and demonstrate a far better way to get you the I.T. services and support you need.

To Schedule Your FREE Assessment,
please visit thenerdstuff.com or call our office
at 541-726-7775.

Dedicated to serving you,

Brent West, President

The Nerd Stuff

Phone: 541-726-7775

E-mail: Brent@thenerdstuff.com



See What Other Business Owners Are Saying:

The Happiness Clause- No Risk Try



“The Nerd Stuff is friendly, personable, and knowledgeable. It has been very beneficial to have direct access to ownership. We hugely appreciated their assistance with a very sticky transition from our prior servicer. The Nerd Stuff has excellent communication and real-time support. They even have a happiness clause which makes it almost a no-risk try.”
Eleanor Tami

Easier, Better, Faster, Cheaper. Nicer, too!



The Nerd Stuff gives me peace of mind. They don’t add fees when I call for help. I recently completed a software transition and Nerd Stuff stood by me through all the ups and downs and did not charge for the extra time. If I have an issue, someone will pick up the phone or answer an email, unlike my prior contractor. Hire the Nerds! Easier, better, faster, cheaper. Nicer, too!
Brian Thompson

Feeling Lost in Some Helpdesk Cyber World?



“Working with The Nerd Stuff, Inc has been a bonus in critical deadlines. I do not feel lost in some help helpdesk cyber world. The Nerd Stuff willingness to want to do the best for their clients and keeping the client’s best interest in the forefront of any project. Our past IT firm only appeared to have their bottom line in mind. They are attentive to the needs of their clients and does what is necessary in a timely fashion.

Call The Nerd Stuff, Inc. today because they actually care about their clients.”
Alene Sybrant

See What Other Business Owners Are Saying:

Using Terms, You Will Understand



“There is more than one benefit to working with The Nerd Stuff!

Since we have started with their maintenance program, we haven't had any computer issues. We need our computers every day, so it is important to catch issues before they cause troubles. The Nerd Stuff offers solutions to make our business work better, without any pressure to change.

I feel that their services are far above anything we have experienced with any other company. I mean, they make house calls, who does that these days?!

If your company needs IT help, ask The Nerd Stuff, they use terms you will understand. They know that not everyone understands computer talk or knows how to make a computer work. “

Robyn Anderson

They Never Rush You Off the Phone



“Some of the biggest benefits since we started working with The Nerd Stuff is we get same day solutions to our issues and their response time is great. Our annual IT cost have decreased significantly.

Why should you use The Nerd Stuff as your IT company? They are friendly and personable. They never rush you off the phone when you call in for service.”

Jessilyn Whiteman

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