thinktech IT
Managed IT and Professional Services

BUSINESS TECHNOLOGY STRATEGIES

📞 (888) 574-6365

✉ sales@thinktechit.com

🐦 @thinktechit

www.ThinkTechIT.com

How Does Your Current IT Service Provider Or Computer Person 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 computer person is doing everything possible to secure your network from downtime, viruses, data loss or other frustrating and expensive disasters? Could your current technician actually be jeopardizing your network? **If your technician does not score a "yes" on every point, you could be paying for substandard support.**

- ☐ Do they answer their phone LIVE and respond to emergencies promptly?

- ☐ Are they easy to reach and highly responsive 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 proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?

- ☐ Do they proactively 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?

- ☐ Do they complete projects on time?

- ☐ Do they follow up on your requests quickly?

- ☐ Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?

- ☐ Are they adamant about backing up your network and having a disaster recovery plan in place?

- ☐ Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?

- ☐ Do they offer flat-rate or fixed-fee project quotes, rather than giving themselves a wide-open playing field with "time and materials"?

- ☐ Do their projects always get done according to their time and price estimates?

About ThinkTech IT

ThinkTech IT serves as a resource for businesses who need support for their information technology, as well as a consultant who can assist them in managing it. As a result, we can help you improve each and every aspect of your business operations with advanced IT solutions. For a selection of our core services, see the rest of this page, or visit our website at **www.ThinkTechIT.com**

MANAGED IT SERVICES

To help reduce amount of time and resources lost due to technology related issues and downtime, our managed IT services take a proactive approach to technology maintenance. By remotely monitoring your network and data constantly, potential issues can be detected and remedied before they result in an interruption of daily

SECURITY SOLUTIONS

Regardless of size and industry, businesses can no longer overlook the importance of network security. Our will assist your company in finding the right IT security solution. Content filtering, antivirus, antimalware, firewall, and threat prevention are just a few critical services we offer to keep your network and data safe.

BUSINESS CONTINUITY

Business continuity planning is about more than just backing up your company's data. It's about your company's ability to recover from a catastrophic event. ThinkTech IT offers reliable data backup solutions and the expertise to assist you with your business continuity and disaster recovery preparations.

EMAIL HOSTING +

Whether you'd prefer to have us host your email, or you want to keep it in-house, we offer solutions to help keep your business safe and its email managed. With spam protection and email filtering on your side, you can be confident that your email is working for your business.

TECHNOLOGY SUPPORT

For businesses that rely on technology, a critical element of an IT strategy is finding the right tech support. From implementation and configuration to after hours end-user technology emergencies, we are there to assist you with your technology needs whenever you or your employees need them.

CONNECT WITH US!

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