



10

# 10 Ways Your Company Can Find Peace-Of-Mind *With The Right Computer Consultant*

**PROVIDED BY:**

**DominionTech**  
COMPUTER SERVICES

# *Choosing a computer-support company isn't easy.*

There are no shortages of horror stories about inexperienced computer repair people bungling jobs and causing MORE problems as a result of their incompetence. I'm sure if you talk to your own friends and colleagues you will get an ear-full of the unfortunate experiences they have encountered in this area.

Choosing the wrong computer consultant to support your network can not only be incredibly frustrating and expensive, but could end up costing you in downtime, data loss, and expensive repair bills, not to mention the headaches and frustration!

Luckily, there are ways to ensure your choice will be the right one! We've compiled a list of 10 items that can prepare you for your search. You'll be in good hands with a computer consultant that meets these standards!

Sincerely,

Brian Curtis, President & CEO  
DominionTech Computer Services

# 1

## THEY SHOULD

### *Conduct Regular, Remote Monitoring Of Your Network*



Lack of system maintenance is the number one reason most companies end up losing valuable files and incurring heavy computer repair bills. Computer networks are complex and dynamic systems that need regular monitoring and maintenance to stay up, running fast and problem free.

If you demand remote monitoring of your network to constantly look for developing problems and security issues, you can ensure they're addressed **BEFORE** they turn into bigger problems.

***This can save you stress, time, and money!***

# 2

## THEY SHOULD

# *Keep On-Site & Off-Site Backups*



Can you imagine an emergency situation where your network data has been compromised, and you're without a complete backup? Believe me, it happens!

A necessary strategy to protect against this is to perform a monthly "fire drill" and a test-restore from backup to make sure your data can be recovered. After all, the worst time to "test" a backup is when you desperately need it.

***Be prepared, and never loose your data!***

# 3

**THEY SHOULD ALWAYS**

*Be Accessible By Phone*



Have you ever been frustrated by not being able to reach your support team? Or waited days for a call-back, when you're dealing with an emergency? This can be crippling to a company, but sadly very commonplace.

We find that most companies need live phone support between 8:00 a.m. and 5:00 p.m., and sometimes rely on after hours (even weekends!) support as well. Having a local number and a real person to talk to, someone who speaks plainly, not in "Geek-Speak", can make a real difference.

***A solution to your problem is only a phone-call away!***

# 4

**THEY SHOULD GIVE YOU**

## *A Written Money-Back Guarantee*



In our view, a good consulting firm should be accountable for their services and for fixing things **RIGHT**. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to your satisfaction, you shouldn't get stuck with the bill.

The fact that a company stands behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client.

***Be protected from unwarranted fees!***

# 5

**THEY SHOULD PROVIDE**

## *Professional References*



It can take time searching for the right computer consultant. How will you know if they're the right fit for your company? *Talk to their existing clients!*

It may not be enough to take the salesperson's word that they are good — ask to speak to at least 3 or 4 clients that are similar in size and scope to your company. If they hesitate or cannot provide you with references, this may be a sign that they're not the right fit.

***This can arm you with invaluable insight!***

# 6

## THEY SHOULD

# Carry Adequate Insurance



Here's something to consider: if a technician causes a problem with your network that results in your network being down for days, or to lose data, who's responsible?

Here's another scenario: a technician gets hurt at your office, who's paying? In this litigious society we live in, you should be sure whomever you hire is adequately insured with both errors and omissions insurance AND workers compensation.

***Make sure the company you are hiring has proper insurance to protect YOU!***

# 7

## THEY SHOULD

# *Never Surprise You With Hidden Fees*



One of the easiest ways to take advantage of a customer is to get them to agree to a *time and materials* repair. Unless you know what's wrong and how long it should take, they can gouge you on the fees. And what are you going to do when they get 5-6 hours into a project and then spring the news that it will take even longer than they anticipated, costing you MORE money?

***Always make sure you get a flat-rate, fixed fee quote in advance so you don't end up getting burned!***

# 8

**THEY SHOULD**

## *Deliver Monthly Reports*



How will you know the status of every machine on your network, and if your systems have been secured and updated?

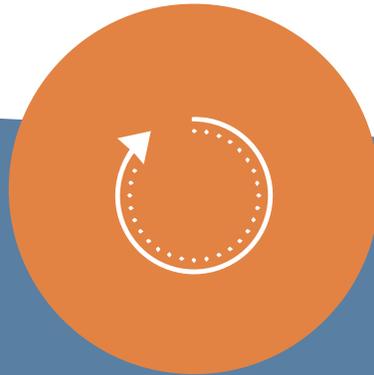
You should request a detailed monthly report that shows an overall health score of your network, and the updates to your antivirus, security settings, patches and other important network checks (like hard drive space, backups, speed and performance).

***Don't be left in the dark about your network's health!***

# 9

**THEY SHOULD HAVE A**

## *Comprehensive Restoration Plan*



If you were to experience a major disaster, the key to having peace-of-mind is having a written plan for how your data could be restored fast, and/or enable you to work from a remote location.

A disaster recovery plan will cover both your data and your network. This can be shared with you at any time, so you're fully aware of the tasks and timeline of a restoration in the event of disaster.

***Plan early, and be prepared for anything!***

# 10

## THEY SHOULD OFFER

# Long-Term Planning and Guidance



How do you know which technology decisions will have the greatest impact on your business? You need a consultant who has the experience of guiding companies through long-term plans.

Staying on top of your IT needs will require some upkeep costs, so budgeting accurately will be very important. In turn, being proactive will help prevent downtime and possible hacking of your system.

***Without guidance, you may be left in the dark.***

# What DominionTech Customers Are Saying



We were dissatisfied with our previous tech support specialist. It was during this time we found DominionTech. DominionTech responds quickly, and efficiently. They are accommodating to all aspects of privacy, and scheduling requirements concerning a medical office. DominionTech is personable, easy to work with, respectful, and professional...without being stuffy! DominionTech is known as our "Hero of the Day".

**Lynne Moone,**  
Timber Lane Allergy  
and Asthma Research



We knew we needed to improve and organize our IT infrastructure. We approached DominionTech for help and they made suggestions on what we should do to have a viable IT system solution that was practical and within our budget. We continue this business relationship with DominionTech because of the high level of support we receive. They make us feel like we are their biggest customer, even though we are a small efficient operation.

**Bill Sloma**  
Habitat for Humanity



The security of our clients' information is priority #1 for Davis & Hodgdon Associates CPAs. To ensure that we are providing our clients with the most secure option possible, we engaged DominionTech to perform an IT Security Assessment on our system. We were so impressed with their abilities, suggestions and depth of knowledge that we also asked them to handle transitioning our email spam and archiving systems to an upgraded platform.

**Kathryn C. Baccaglioni,**  
Firm Administrator,  
Davis & Hodgdon Associates CPAs



When we first hired DominionTech, it was through a former co-worker's recommendation. We continue to reach out to DominionTech for our IT support because that they are local, and I can count on a swift response in a troubled situation. Throughout our business relationship they continue to exceed our expectations. Recently, we had two separate occasions where we had a server lock up in the early hours of the morning and it was resolved quickly once the calls were placed.

**Kevin Eddy**  
Pet Food Warehouse

**CONTACT US: 802-277-1581**

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