

Computer Crews

[How we've helped our existing clients and how we can help you]

○ **New Employee vs. Outsourced IT Department**

Would it be more beneficial to hire a new employee or an outsourced IT company? There are several items to consider when making a decision like this.

- A new employee will cost you between \$40,000-\$80,000 a year vs. an outsourced IT department which will only cost you about a third of that or less.
- If you hire a new employee or onsite IT guy you are limited to just one individual vs. an entire crew of technicians, system engineers and account managers who can resolve your issues.
- An outsourced IT department does not take sick or vacation days and is available to provide service all hours of the day.
- **Example** – *One of our clients paid their onsite IT guy \$72,500 (salary per year) and was still suffering to get problems resolved. After letting the employee go, we filled the shoes at an affordable price and headed off every issue.*

○ **Better Service Than Your Local IT Guy**

How can an outsourced IT department provide better service than your local or onsite IT guy?

- An outsourced IT department can remotely connect to devices in seconds vs. an IT guy who often times has to drive onsite, and can only connect to 1 machine at a time.
- A typical IT guy provides service between 9am-5pm vs. an outsourced IT department who provides service around the clock.
- An outsourced IT department has the resources, tools and capability to promote growth in your business vs. an IT guy who simply fixes issues as they occur.
- **Example** – *We had a client's server go down and we were able to troubleshoot over the phone and get their system back up before their local IT guy was able to drive to their office.*

○ **Easy Billing. No Hassle. No Confusion**

What are the financial and billing benefits of going with an Unlimited Service Plan?

- The setup of your server, network, printers, and devices is included in your first months bill and there is no additional charge for setup.
- You receive unparalleled "unlimited" IT support for one easy fixed monthly bill.
- Your bill only changes if your environment changes (i.e. – adding servers, workstations, printers, and devices to your existing agreement).
- Even though after hours service is not included in your monthly agreement, we have never sent a bill for work done during non-business hours.
- **Example 1** – *One client needed assistance and clean-up on a server and over 50 workstations. For most companies this would mean thousands of dollars in labor costs. However, since they signed up with a monthly unlimited plan we did not charge for the work and provided a "much needed" service at an affordable price.*
- **Example 2** – *We had a client's internet and phones go down after hours. One of our technicians drove onsite, spent over 4 hours and fixed the problem. We never sent them a bill and to this day*

have yet to send an after-hours bill.

○ **Proactive vs. Reactive**

Have you experienced downtime, internet connectivity issues or lost important data due to a natural disaster?

- We take a proactive approach to help manage your systems, so you experience the least amount of downtime. This is done through monitoring your devices, implementing a disaster recovery plan and educating your employees.
- We want to eliminate petty fixes and repairs, and focus on what can really help make your business grow.
- When hardware does fail and issues arise (which will inevitably happen), we will be there to rescue your system and get you back up and running as fast as possible.
- **Example** – *We put a disaster recovery device in place for one of our clients in Arizona. Three days after the DRD was setup they had a server die and we were able to get them back up and running within 2-3 hours vs. battling through several days of downtime.*

○ **Weight Off Your Shoulders**

Are you tired of constant IT burdens, which take away from letting you focus on your business?

- We have the resources, tools and capabilities to help alleviate IT stresses in your office and allow you to focus on sales, employees and solutions.
- Many companies hire IT specialists to come in and fix issues that have been causing headaches for years and yet the problem remains unresolved.
- We fix problems in a timely manner and can handle issues that many others can't.
- **Example** – *We had a client who put one person in charge and responsible for an entire school's IT needs. This was an overwhelming daily task for just one individual and we we're happy take the weight off their shoulders.*

○ **Building Lasting Relationships**

- We enjoy becoming friends with our clients and building lasting relationships.
- Our staff has been invited to many social gatherings outside of work (Weddings, birthdays, hunting trips, bbq's and much more).
- When you call us for service we love to be able to joke and have a good time with you.
- We enjoy coming to your office just to say hi, see how things are going, and enjoy putting work aside for a minute to focus on you.

○ **Outlasting Your Staff**

Have you ever had your IT department outlast your entire staff?

- For several of our clients we have helped provide service and been a part of their team for 10 years running.
- With that being said, we have seen new employees come and go, while Computer Crews like a rock stays put, and continues to be an asset to your company.
- **Example** – *One of our clients has hired and let go of over 300 employees, and we are still here, outlasting almost their entire staff.*

○ **Finding The Right Solutions**

Often times finding the right solution doesn't necessarily mean you have to spend an arm and a leg.

- Many companies offer solutions that cost a ridiculous amount of money and aren't necessarily the most beneficial.
- For example we had a company struggling to find an answer to their scanning issue. After searching around for a solution to their problem, and getting offers of around \$20,000 for a scan solution they started to lose hope. We came in, found an affordable solution and they have been extremely happy ever since.

○ **Let Out Of Contract**

We will let you out of your contract if you are unhappy with our service.

- Our goal is to help your business grow, but if we are not a good fit then we will help you find someone else.
- We want a win-win scenario for both you and Computer Crews.

○ **Moving To Unlimited = Less Issues**

Why would moving to an unlimited plan allow you to have less issues?

- Computer Crews works behind the scenes and takes proactive measures to ensure that your network is optimized, protected, and ready in case disaster hits.
- We offer training sessions to help increase technical knowledge, avoid future issues and increase productivity.
- For example – We have clients who call us and wonder why as soon as they move to “Unlimited” they never have any more issues. The reason they don't have issues is because we take the time and implement solutions to prevent issues and get their business running like a well oiled machine.