"What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive And Fairly Priced Computer Consultant"

Don't Trust Your Company's Critical Data And Operations To Just Anyone! This Business Advisory Guide Will Arm You With 21 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network

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

Read this guide and you'll discover:
- ✓ The "dirty little secret" of the computer repair industry that most people don't know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- ✓ 21 revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- ✓ 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
- ✓ 5 mistakes to avoid when choosing a computer consultant.
- ✓ Why "cheap" or "lowest price" computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.

Provided as an educational service by:
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From The Desk of: Sunny Lowe
President, Blue Jean Networks

Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about incompetent computer repair "gurus" bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an earful of the unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses that will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not the technician knows what they are doing. Sometimes this is out of greed for your money, but more often it's simply because they don't have the skills and competency to do the job right, <u>but won't tell you that up front</u>. From misleading information and unqualified technicians, to poor management and terrible customer service, we've seen it all…and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a "computer repair expert." **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make sleazy auto repair shops look like the pinnacle of virtue and competence.**

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**

Anyone who can hang out a shingle can promote themselves as a computer expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,

Sunny Lowe

About the Author
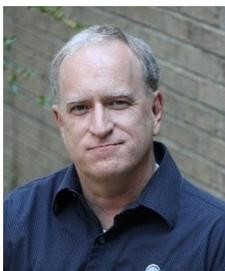
Sunny Lowe is a serial entrepreneur, an EOS implementor, a technologist, a pilot, a musician and much more.

He has over 30 years of experience analyzing the technology needs of medium to large sized companies and providing solutions to those companies.

He is the designer of Tru-Proactive™, a system of stabilizing and then managing networks for near zero down time.

He holds many technical and networking certifications, including seven MCSE's, two MCSA's, an MCTS, and an MCP. He speaks regularly around the country on Best Practices in the IT industry.

Specialties
Network Design, Active Directory, Network Analysis, Microsoft Exchange, SQL Server, Active Directory, Infrastructure, Advanced Infrastructure, ISA server, Live Communications Server, Windows Server 2008, Vista, Windows Server 2003, Windows 2000, Windows NT, Network Security, Cisco ASA Firewalls, Cisco PIX firewalls, Programming, Web Development

College Degrees
- BA Stetson University, Deland Florida, 1977
- MDiv Southwestern Seminary 1985
- Industry certifications

Microsoft Certifications:
- MCSE, MCPS, MCSA, MCSAS, MCSES, MCSAM, MCSEM, MCNPS, MCTS
- Microsoft Certified Professional Competencies:
- Cloud
- Midmarket Solution Provider
- Hosting
- Desktop
- Server Platform
- OEM
- MDiv SWBTS 1985

21 Questions You Should Ask Your Computer Consultant Before Hiring Them To Support Your Network

<u>Customer Service:</u>

Q1: Do they answer their phones live or do I always have to leave a voice mail and wait for someone to call you back?
Our Answer: We answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, including on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: How fast will they actually begin work on an urgent problem?
Our Answer: At BJN, the answer is **Really Fast**. With BJN you set the urgency of a problem, not us. You tell us that it is urgent, and we will work it as urgent. We will tell the people we are currently working with that we need to ask them to wait, while we work on your urgent matter. All we ask is you have the same understanding when one of them calls with an urgent issue.
Right now, our **average time for starting a new service ticket is 8 minutes** after it is received, and our average completion time is less than 7 hours. This includes all the crazy tickets that take days and all the easy password resets get started quickly and completed quickly. We are just that fast!

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: At BJN we hire our techs for their people skills. BJN uses Top Grading, a 15 step hiring process that every employee goes through. We are looking for kind people, with great personality skills, and only then do we check out their technical skills. Just look at what Jill Moore of YPA had to say:

> *"Blue Jean Networks delivers a quick response when we have any issue. We love your customer service, and your guys treat us great, even though most of our people are not very techy. People we have worked with in the past have had terrible service and customer service. Not BJN! If you are thinking of choosing Blue Jean Networks as your IT firm, do it and you won't regret it!"*

Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?
Our Answer: BJN is not just proactive, we are Tru-Proactive™!
Most companies say they are proactive, but what they really mean is, they hope they can fix it before you notice. In our industry almost all of the companies are 95% reactive, and the shameful secret is, we were too. We knew there had to be a better way.
Our Tru-Proactive™ service plan gives us a leg up over other IT companies. We have searched out what it takes to run a network fast and effective, and have identified over 400 things that MUST BE

DONE in every network. We use that list in your network every month, building stability and redundancy for you. When we find things that are out of spec, getting old or just needs to be updated, we fix these. Every month. The result is, only about 50% of our requests from our managed clients are reactive. Fully 50% are things we are doing on their network so they never have to call in the first place. You never have to wonder if your network is getting better. You can tell from the first month you work with us.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?
Our Answer: BJN provides detailed invoices that show what work was done, why and when, so you never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you. Not only that, but you never have to pay a surprise invoice. If you did not get a quote for the work, you don't owe the invoice.
We also give you a portal to view your invoices and payment history, a way to pay with credit cards or E-Checks, and even a desktop app where you can view these as well!

Q6: Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?
Our Answer: We do! Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation – and don't be shy about asking to see their latest insurance policies!

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q7: Do they guarantee to complete projects on time and on budget?
Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free rein to nickel-and-dime you as well as take as much time as they want on completing a project.

Maintenance Of Your Network:

Q8: Do they insist on remotely monitoring your network 24-7-365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?
Our Answer: Yes, our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q9: Do they provide you with reports you don't even understand that try to show all the updates, security patches and the status of every machine on your network and tell you that is good sevice?
Our Answer: We don't just provide reports, but a live portal where clients can check on all these things, if desired. You can get up to the minute stats on how many tickets are open, how well your systems are patched and secured, and more. Not only that, but we provide software on your PC where you can check on tickets, invoices and dashboards right from your PC.

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, 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 constantly update on this material, and if you desire, we can make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.
Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT 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 have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
Our Answer: With Tru-Proactive™, every network we support is almost exactly like every other network we support. Because of this, any of our techs who work on your network will know 80% of your setup before they even start to help you. The part that is special will be highly documented, aiding that tech further Since we keep such detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

Q12: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are their "gotchas" hidden in the fine print?
Our Answer: Our plans are incredibly rich and we have yet to meet another company that puts so much in their plans for the same price.
One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are actually a good thing because they'll save you a lot of money in the long run – HOWEVER, make sure you REALLY understand what is and isn't included. Some things to consider are:

- Is phone/e-mail help desk included or extra? *(Included with BJN)*
- What about moves or adding/removing users? *(Included with BJN)*
- Monthly on-site proactive visits? *(Included with BJN)*
- Complete security suite? *(Included with BJN)*
- What about 3rd-party software support? *(Included with BJN)*
- What about vendor support? *(Included with BJN)*
- What are the costs/consequences of early cancellation*? (With BJN, 90 days and out. No long term contracts.)*

- What if you aren't happy with their services? Am I stuck in a long contract*? (Not with BJN. Give us 90 days notice and we will give you a great migration experience to a new provider.)*
- Are off-site backups included? To what degree? *(Every backup plan we sell includes offsite for up to 2TB per server!)*
- If you have a major disaster, is restoring your network included or extra? *(Included with BJN)*
- What about on-site support calls? Or support to remote offices? *(Included with BJN)*
- Are home PCs used to access the company's network after hours included or extra? *(At BJN support for your remote users is already included. You can add support for the home PC as well, if you wish, as a small upgrade. This is a great choice to ensure your network is safe!)*
- Do they try to tell you that Projects are included? *(Don't trust them. If they include projects, they are either raising their price, or more likely, reducing the service they offer to cover their costs. At BJN you will never pay ahead of time for projects you may or may not use. When you do need upgrades, we will quote it, and then do the work for the quoted price, no matter how long it takes. If it a big need, we even have financing and leases for you to choose from.)*

With BJN, everything that should be in a Maintenance or Support agreement is included. It just is. We even add a 10 layer security blanket around your network to keep the bad guys out, security training for your people, Duo 2 Factor Authentication and much, much more.

You will never receive an unexpected bill from BJN. If you have projects (or anything with the word "New" in it) you will know ahead of time what it will cost, and how you can pay for it. These include New PCs, New Servers, New Projects, all these are quoted at the time of need, and then done fixed fee for you. You never have to pay for things ahead of the need. Companies that include projects in their monthly plans must either raise their fees or lower their service to cover this. **Don't be fooled!** You will pay for the project way before you need it!

Backups And Disaster Recovery:

Q13: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?
Our Answer: We do not allow our clients to use tape backups because they are incredibly unreliable. We make sure all our clients have **hourly backups**, which are kept local, and then sent offsite at night.

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 nightly automated test restore of client data, from backup to make sure their data CAN be recovered in the event of an emergency. Each night the server is restored, and spooled up, and a screenshot of the restored server is sent to us. 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, do they have a written plan for how your data could be restored FAST and/or one that enables you to work from a remote location?
Our Answer: All 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. Most clients then engage us, <u>at no additional cost</u>, to make a dedicated recovery plan for their office.

Technical Expertise And Support:

Q17: Is their help desk US-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 helpful. We use a 15 step hiring process for these people to ensure you get the best. We consider this one of the most important aspects of customer service, plus we feel it's important for keeping your data secure.

Q18: Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?
Our Answer: Our techs have to pass a new technical certification every 90 days. This means we have the best people you could imagine working for us. Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through (guess who's company is hiring them?).

Q19: Do their technicians arrive on time and dress professionally?
Our Answer: Our technicians are true professionals that you would be proud to have in your office. They will always be dressed in a BJN branded polo, dress shoes, and clean dark blue jeans. (we are Blue Jean Networks, after all!) They act professionally, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum requirements for delivering a professional service.

Q20: Are they familiar with (and can they support) our unique line-of-business applications?
Our Answer: We own the problems with all line-of-business applications for our clients. Their problems will become our problems and 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 IT services, do they own the problem or do they say, "That's not our problem to fix"?
Our Answer: We are your one-stop shop for any technical issues, even if we don't support them (like alarm systems). We feel <u>WE should</u> own the problem for our clients so they don't have to try and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do. For your Networks, PCs, Servers, software, switches, Wi-Fi, printing, laptops, security, conference room tech and so much more, we are who you should call. If we are not in charge of the technology (like for a copier or a conference room system) we will still interface with the vendor on your behalf, schedule them, and be out there if they need us there.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn't need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to have never encountered a major disaster; but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are not like phone systems. They are more like Erector Sets that people add to and change every week. They are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed
- Updates to Internet of Things (IOT) devices
- Temp data removal
- Scheduled reboots
- And much more.

Your computer network is just like a car driving down the road: if you don't change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and a car is far simpler than a computer network!

If your computer support tech does not insist on some type of regular maintenance of your network, then DO NOT HIRE THEM. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn't offering you these services, you need to find someone else to support your computer or network for two reasons:

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*

2. They recognize that they are *<u>profiting</u>* from your computer problems and don't want to recommend steps toward preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

Either reason is a good one to get as far away from that person as possible!

Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.

Whether it used to be, or not, <u>your business is now a technology business</u>. If your technology goes down, so does your business, and a part-time guy just can't hack it.

Most people look for a part-time "guru" for one reason: to save a few bucks. But this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone based on price alone.

Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they <u>don't have to pay them at all</u> – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you're paying them to fix the WRONG thing and they STILL won't resolve your problem. Case in point: A few years ago a TV reporter went undercover to 8 computer repair shops in LA with a

perfectly working PC, but simply disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from $59 to over $275 to fix it!

2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.

3. They could do MORE damage, costing you more money and downtime.

With your client data, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced shop working on your machine?

We take the view that most people want value for their money and simply want the job done right. You will find that we are not the cheapest, but we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates ONE TIME than make excuses for POOR SERVICE forever. That said, we're not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been able to stay in business for over 12 years and have tons of customers who've been with us that entire time.

Misconception #4: An honest computer support company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone.

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway – they give you a fixed, flat rate. Here's why…

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 soak you on the fees. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a flat-rate, fixed-fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

5 More Mistakes To Avoid
When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you not only invite them into your office, but go see their office, as well. You can tell a lot about a company from their office. Ask them for a <u>written</u> proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do a review of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.

2. **Choosing a computer consultant that doesn't have 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.

   At BJN our guarantee is our short contract. If we don't satisfy you, you can leave at any time with 90 days notice. And don't fall for the "We don't offer a guarantee because people will take advantage of us" routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. Are there a few unethical folks out there? Of course, but they are the minority, and we would rather bite the bullet on the very few dishonest folks so we can gain the trust and confidence of the majority of clients, who just want their problems fixed fast and fixed right.

3. **Choosing a computer consultant without speaking to several of their current clients.** Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients that are similar to you in size and scope. If they hesitate or cannot provide you with references, don't trust them!

   Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

4. **Choosing a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the Stone Age. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come on-site; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.

5. **Choosing a computer consultant who doesn't have a plan.** At BJN our plan is our Tru-Proactive™ process. We have found over 400 things that must be right in every network (and almost never are!) As a result, we have a plan to set these 400 things right, and then ensure that they stay that way. Not only that, but when we fix other networks, we continue to learn what should have been done to make that issue never happen. We then add it to the 400, and make sure every client's network gets better, all the time.

A Final Word…

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a <u>FREE NIST based Security Review</u>. This is, of course, provided for free, with no obligations and no expectations on our part. I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.

2. This will allow us to determine if we even CAN help you. Obviously we can't help everyone, and our services might not be a good fit for you. Conducting this Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

The Team at Blue Jean Networks
Phone: 817-231-0222
Web: www.bluejeannetworks.com

FREE Network Health Check For
All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE NIST based Security Review ($297 value). During this review we will perform a comprehensive security analysis of your entire network to look for potential problems, security loopholes and other hidden problems that will cause your company to be vulnerable to attackers, cause the computers on your network to run slow, act funny, crash and lose data.

We will:
- ✓ Review each of your Security Systems
- ✓ Review your awareness of your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster
- ✓ Review your systems for patching and updates
- ✓ Review your firewall and security settings.
- ✓ Review your security policies and procedures
- ✓ Review your awareness of needed security tools
- ✓ Review your likelihood of attack and likelihood of loss
- ✓ Explain the National Institute of Standards (NIST) security process
- ✓ Give you a complete report on your current security status

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can – undetected – gain access to and remotely control your network, corrupt your data and use your network as a conduit for spreading spam, viruses and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, more unstable and susceptible to viruses, spyware and hackers.

Tape backups have a failure rate of 100% – that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

How To Request Your FREE Network Health Check:

Simply call us at 817-231-0222 and ask for sales, or email us at Sales@BlueJeanNetworks.com and we will get this setup for you.

Read On To Hear What Our Clients Have To Say:

12 years and Getting Stronger

Our company is stronger due to constant uptime and avoidance of downtime, and when I add the **great technical support** I get for issues or new needs, it puts the icing on the cake.

We haven't worked with many other IT groups for the last 12+ years because Blue Jean has supported our company so well. One of the best things they do is make themselves available at any time to solve real time issues.

I know other companies with complaints related to response times, with Blue Jean Networks we never have that issue.

Marty Oakes
Caffey Group
Arlington, TX

Blue Jean Networks Gives Peace of Mind

BJN gives CentraSol **peace of mind!** If something goes wrong, we have someone **knowledgeable in all aspects of IT**. If we are down and can't work, they keep us up, but it is really more than that.

BJN is much **more involved in our company than I expected.** I like the fact that their system scales based on their belief to not let their clients suffer. The time frames for getting our problems solved are never in question. BJN takes their ticket response times very seriously. **The amount of work they put in to make sure their clients are not left behind**, no matter how big or small, is something not all IT services do. BJN even reaches out to our vendors to make sure we have a smooth-running implementation for any software we try to integrate within our process.

If you are looking at I.T. support, I can tell you **with BJN you will not be disappointed**. **Most companies should outsource their IT** and have all the expertise provided for them. Trying to build that support internally and deploy it is too hard. You will not be able to get support at the same level of understanding we get from BJN. Simply put, you get what you pay for.

Mike Johnson
President
CentraSol
Burleson, TX

When Others Can't, Blue Jean Networks Delivers!

This is my first time owning a company and NOT having to be concerned with if or how the technology works. Cyber Security is critical to our company. **Blue Jean Networks is instrumental in writing and implementing our cybersecurity plan** and continues to manage and improve this aspect of my company. On top of this, I have access to a whole staff of experts to keep my business running.

The expertise and response BJN delivers is unmatched! We rarely have an issue that is not fixed within 15-20 minutes, **allowing my team to stay productive.** BJN's suggestions have kept the entire office connected when others are down. When our primary internet service was down for days at a time, they had already proposed and installed a secondary ISP. If we have a problem with QuickBooks, VOIP phones, software... we call BJN!

I could not hire a person to do all the things BJN does for us, even for twice what we pay. If you think you can't afford BJN, try them for a couple of months. I would like to **see if you can be as successful without them**. If you run a business that is dependent on technology in any way, you must have experts like BJN to help manage it. I've never worked with a better IT firm.

Tony Loth
Bailey Hardware & Hydraulic Fittings Inc.
Fort Worth, TX

Responsive, Reliable and Efficient

With Blue Jean Networks, we benefit by **increasing reliability and efficiency** with the technological tools used to manage our business.

They are **available 24/7, respond quickly, and follow up** with us until the issue is completely resolved.

Choose Blue Jean Networks. They will make managing your company's technology so much easier!

Vicki Jinks
Vice President
Creative Sales Consulting
Euless, TX

Problem Solvers, Best Support and Safe Network

The biggest benefit since moving to BJN's Managed Services is that **we can focus on our business because we know our data and network are safe.**

Blue Jean Networks hires the best technical support in the business that I have had a pleasure to work with. Talk to Sunny and meet their team. IT managed services is **all about the people and BJN has the best.**

 It doesn't matter what the issue is, the **BJN support staff will dig into the problem until it is solved**, and they are available seven days a week.

Craig Adams
PURO Energy Partners, Managing Partner
Fort Worth, TX

Met and Exceeds Our High Expectations

As a growing financial services firm, it is imperative we have an IT partner that can provide critical IT guidance and support and **properly safeguard our data**.

From the start of our relationship with Blue Jean Networks**, BJN's team has exceeded our high expectations** and has protected our systems as if they were their own. Each member of the team is thorough, responsive, and knowledgeable. Furthermore, they make recommendations to leverage our systems for better business results; they don't merely troubleshooting day-to-day issues.

They have quickly become a trusted partner, and **we feel confident leaning on them for expertise** as we continue to grow.
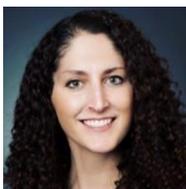
Carly Lywood, CPA
Controller
FranFund, Inc.

Blue Jean All the Way

I run a law firm in Fort Worth. Blue Jean Networks gives us **fast problem solving** and no hacking or cyber intrusions into our systems. They provide a quick and competent service. Don't look back! **Choose Blue Jean all the way!**

Robert Haslam
Attorney at Law
The Haslam Firm
Fort Worth, TX