

# IT BUYERS GUIDE

What Every Business  
Owner MUST  
Know About IT  
Support Services  
And Fees



**What You Should Expect To  
Pay For IT Support For Your  
Business And How To Get  
Exactly What You Need**



## **The DC/MD/VA Guide To IT Support Services And Fees**

# **What You Should Expect To Pay For IT Support For Your Organization** (And How To Get *Exactly* What You Need Without Unnecessary Extras, Hidden Fees And Bloated Contracts)

### **Read this guide and you'll discover:**

- ✓ The 3 most common ways IT 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, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.
- ✓ Exclusions, hidden fees and other "*gotcha*" clauses IT companies put in their contracts that you DON'T want to agree to.
- ✓ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.
- ✓ 21 revealing questions to ask your IT support firm BEFORE giving them access to your computer network, e-mail and data.

### **Provided as an educational service by:**

ICSI

1612 McGuckian Street, Annapolis, MD 21401

410-280-3002   info@icsi.com   [www.icsi.com](http://www.icsi.com)



Never Ask An IT Services Company, “*What Do You Charge For Your Services?*”  
Instead You Should Ask, “*What Will I Get For My Money?*”



From The Desk of:  
Max Sedghi  
Director of Business Development & Client Success

Dear Friend,

If you are responsible for of an organization business in the DC/MD/VA area that is currently looking to outsource some or all of the IT support for your company, this report contains important information that will be extremely valuable to you as you search for a competent firm you can **trust**.

My name is Max Sedghi, Director of Business Development & Client Success for ICSI. We’ve been providing IT services to businesses in the DC/MD/VA area for over 30 years now. You may not have heard of us before, but I’m sure you’re familiar with one or more of the other organizations who are clients of ours. A few of their comments are enclosed.

**One of the most commons questions we get from new prospective clients calling our office is “What do you guys charge for your services?”** Since this is such a common question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.
2. I wanted to bring to light a few “*industry secrets*” about IT service contracts and SLAs (service level agreements) that almost no business thinks about, understands or knows to ask about when evaluating IT service providers. These “*secrets*” can end up burning you with hidden fees and locking you into a long-term contract when IT service providers are unwilling or unable to deliver the quality of service you need.
3. I wanted to educate organizations on how to pick the ***right*** IT services company for their specific situation, budget and needs based on the ***VALUE*** the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the most informed decision possible, so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Dedicated to serving you,

Max Sedghi  
ICSI - Director of Business Development & Client Success  
*Please feel free to call me direct: 410-280-3002*



## Comparing Apples To Apples: The Predominant IT Service Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant service models most of these companies fit within. 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.** In the industry, we call this “*break-fix*” services. Essentially you pay an agreed-upon hourly rate for a technician to “*fix*” your problem when something “*breaks*.” Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work may be simply to resolve a specific problem (like removing a virus), or it may encompass a large project like a computer network upgrade or move that has a specific result and end date clarified. Some companies will offer staff augmentation and placement under this model as well.
- **Managed IT Services.** This is a model where the IT services company takes the role of your “*IT department*” and not only installs and supports all the devices and PCs that connect to your server(s), but also offers phone and on-site support, antivirus, security, backup and a host of other services to monitor and maintain the health, speed, performance and security of your computer network. This may include fully managed services, where the IT services company is responsible for all aspects of IT support, or co-managed services, augmenting your internal IT support staff
- **Software Vendor-Supplied IT Services.** Many software companies will offer IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it’s hosted on, they can’t help you and will often refer you to “*your IT department*.” While it’s often a good idea to buy some basic-level support package with a critical software application you use to run your business, this is not enough to provide the full IT services and support most businesses need to stay up and running.

When looking to outsource your IT support, the two service models you are most likely to end up having to choose between are the “*managed IT services*” and “*break-fix*” models. Therefore, let’s dive into the pros and cons of these two options, and then the typical fee structure for both.

## Managed IT Services Vs. “*Break-Fix*”: Which Is The Better, More Cost-Effective Option?



You've probably heard the famous Benjamin Franklin quote, "*An ounce of prevention is worth a pound of cure.*" I couldn't agree more — and that's why it's my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any business. The only time I would recommend a "*time and materials*" approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn't have the time or expertise to implement (such as a network upgrade, installing a backup solution, etc.). Outside of that specific scenario, I do not think the "*break-fix*" approach is a good idea for general IT support for one very important, fundamental reason: you'll ultimately end up paying for a pound of "*cure*" for problems that could have easily been avoided with an "*ounce*" of prevention.

## **Why Regular Monitoring And Maintenance Is Critical For Today's Computer Networks**

The fact of the matter is, computer networks absolutely, positively need ongoing maintenance and monitoring to stay secure. The ever-increasing dependency we have on IT systems and the data they hold — not to mention the *type* of data we're now saving digitally — has given rise to very smart and sophisticated cybercrime organizations and who work around the clock to do one thing: compromise your networks for illegal activities.

In most cases their intent is to access financial information and passwords to rob you (or your clients), create fake identities for credit card fraud, etc. In other cases, they may want to use your computer network to send illegal spam, host pirated software, spread viruses, etc. And some do it just for the "*fun*" of being able to make computer systems inoperable. These criminals work around the clock in teams, constantly finding and inventing new ways to get around your antivirus software and firewalls; that's why you must remain ever vigilant against their attacks.

Of course, this doesn't even take into consideration other common "*disasters*" such as rogue employees, lost devices, hardware failures (which are the #1 reason for data loss), fire and natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds. Then there's regulatory compliance for any business hosting or touching credit card or financial information, medical records and even client contact information such as email addresses.

Preventing these problems and keeping your systems up and running (which is what managed IT services is all about) is a LOT less expensive and damaging to your organization than waiting until one of these things happens and then paying for emergency IT services to restore your systems to working order ("*break-fix*").

## **Should You Just Hire A Full-Time IT Manager?**

In most cases, it is not cost-effective for companies with under 150 employees, or with multiple locations, to hire a full-time IT person, because you can outsource this function of your



business far cheaper and with a lot less work. Plus, quality managed IT services company providers should be staying at the leading edge of IT training, which may not be possible for an in-house IT support person. **And if you truly understand the cost of your TIME and factor in employee productivity, the managed IT services model is considerably less expensive over time than the “break-fix” model.**

## **Why “Break-Fix” Works Entirely In The Consultant’s Favor, *Not* Yours**

Under a “break-fix” model, there is a fundamental conflict of interests between you and your IT firm. The IT services company has no incentive to stabilize your computer network or to resolve problems quickly because they are getting paid by the hour; therefore, the risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are all shifted to YOU, the customer. Essentially, the more problems you have, the more they profit, which is precisely what you DON’T want.

Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician to work on your problem who may take two to three times as long to resolve an issue that a more senior (and higher-paid) technician may have resolved in a fraction of the time. There is no incentive to properly manage the time of that technician or their efficiency, and there is every reason for them to prolong the project and to find MORE problems than solutions. Of course, if they’re ethical and want to keep you as a client, they *should* be doing everything possible to resolve your problems quickly and efficiently; however, that’s akin to putting a German shepherd in charge of watching over the ham sandwiches. Not a good idea.

Second, it creates a management problem for you, the customer, who now has to keep track of the hours the support technician worked to make sure you aren’t getting overbilled; and since you often have no way of really knowing if they’ve worked the hours they say they have, it creates a situation where you really, truly need to be able to trust they are being 100% ethical and honest AND tracking THEIR hours properly (not all do).

And finally, it makes budgeting for IT projects and expenses a nightmare since they may be zero one month and thousands the next.

## **What To Look For In A Managed IT Services Agreement And What You Should Expect To Pay**

**Important!** Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. We are providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or





approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget and situation.

**Hourly “Break-Fix” Fees:** Most IT services companies selling “break-fix” services charge between \$189 and \$249 per hour with a one-hour minimum. In most cases, they will give you a discount of **5% to as much as 15%** on their hourly rates if you purchase and pay for a block of hours in advance.

If they are quoting a **project**, the fees range widely based on the scope of work outlined. If you are hiring an IT consulting firm for a project, I would suggest you demand the following:

- **A very detailed scope of work that specifies what “success” is.** Make sure you detail what your expectations are in performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to give you what you REALLY wanted.
- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant’s. Be very wary of loose estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your IT consulting firm’s responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.

**Managed IT Services:** Most managed IT services firms will quote you a MONTHLY fee based on the number of devices they need to maintain, back up and support. In the DC/MD/VA area, that fee is somewhere in the range of **\$150 - \$200 per server, \$65 to \$90 per desktop and approximately \$4 per smartphone or mobile device.**

If you hire an IT consultant and sign up for a managed IT services contract, here are some things that SHOULD be included (make sure you read your contract to validate this):

- Security patches applied weekly, if not daily, for urgent and emerging threats
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and **testing of 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



The following services may **NOT be included** and will often be billed separately. This is not necessarily a “scam” or unethical UNLESS the managed IT services company tries to hide these fees when selling you a service agreement. Make sure you review your contract carefully to know what is and is NOT included!

- Hardware, such as new servers, PCs, laptops, etc.
- Software licenses
- After hours On-site support
- After hours Remote support
- Cost per phone call to the help desk
- Project manager hourly charges

**Warning! Gray areas of “all-inclusive” service contracts.** In order to truly compare the “cost” of one managed IT services contract to another, you need to make sure you fully understand what IS and ISN’T included AND the “SLA” or “*service level agreement*” you are signing up for. It’s VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The following are 21 questions to ask your IT services provider that will clarify exactly what you’re getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

## **21 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract**

### **Customer Service:**

**Q1: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back?**

**Our Answer:** We answer our phones live Monday through Friday from 8:30 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 and holidays. Why? Because many of the executives, managers and business owners 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: Do they have a written, guaranteed response time to your calls?**

**Our Answer:** We guarantee to have a technician working on a problem within 30 minutes or less of your call. This is written into every service agreement we give to our clients because it’s standard procedure.

**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*” and will take time to answer your questions and explain everything in simple terms. Just look at what Jeanne S., VP of Operations - Vascular Medical Practice had to say:

*“Their technical expertise, combined with their exceptional customer service, make them my ideal IT partner.”*

**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:** We conduct quarterly IT review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

**Q5: Do they provide detailed invoices that clearly explain what you are paying for?**

**Our Answer:** We provide 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.

**Q6: Do they assign a dedicated account manager and tech lead that knows the ins and outs of your business?**

**Our Answer:** ICSI provides your business with a dedicated account manager and technical lead. These resources are assigned at NO ADDITIONAL CHARGE!

**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 a weekly 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 week our clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).



**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 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.

*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:** Yes; and since we keep 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 “all-inclusive” support plan is just that – all-inclusive. 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?
- What about adding/removing users?
- Is hardware and/or software included?
- What about 3rd-party software support? (We recommend that this IS included.)
- What are the costs/consequences of early cancellation?
- What if you aren’t happy with their services? Do they offer a money-back guarantee?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?
- Are home PCs used to access the office’s network after hours included or extra?

## **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 of our clients have a minimum of two sources of backups (Onsite and Cloud). Backups and Disaster Recovery plans need to be tailored to your organization and budget. ICSI has varying plans to choose from to insure your organization is covered giving you the peace of mind that you deserve.



**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 quarterly “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, 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.

### **Technical Expertise And Support:**

**Q17: Is their help desk US-based or outsourced to an overseas company or third party?**

**Our Answer:** We answer our phone calls LIVE... and you will be on a first name basis with our operations team! We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. 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 technicians are required to keep the most up-to-date vendor certifications in all the software we support. ICSI is proud to hold the Microsoft Partner Silver Small and MidMarket Cloud Solutions Certification. Our hiring process is so stringent, 99% of the technicians who apply don’t make it through (guess who’s 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 dress 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) 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 IT 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 and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.

## 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 business'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 FREE Network Health Check and Diagnosis. 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!

Max Sedghi  
Director of Business Development & Client Success  
410-280-3002, [max@icsi.com](mailto:max@icsi.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** Network Health Check and Diagnosis (**\$3,000 value**). During this health check we will perform a comprehensive audit & assessment of your entire network to look for potential problems, security loopholes, spyware and other hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

We will:

- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for hidden spyware, malware and viruses that MOST antivirus tools and software can't detect or won't remove.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings.
- ✓ Check the integrity of your server and workstations hardware. (*Side note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?*)
- ✓ Audit your virus definitions and protection.
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.
- ✓ Perform a Dark Web check to see if your personal or business's information is available to cyber criminals.

## **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:

You can online at <https://www.icsi.com/free-security-and-backup-audit/> to sign-up, or call me directly at 410-280-3002.

I look forward to hearing from you.

Max Sedghi  
Director of Business Development & Client Success  
410-280-3002, max@icsi.com

---

## Read On To Hear What Our Clients Have To Say:



***“ICSI is the hands down the best IT firm.”***

*“They take a vested interest in your organization to provide the best resources available to contribute to your overall success. Their employees are outstanding and the service is fabulous.”*

**Jazmin G. – Practice Administrator - Ophthalmology**

---

***“Always very thorough, timely, strong on follow-up and that allows our organization to focus on what we do best”***



*“I would surmise one of the benefits to our partnership with ICSI, if not the most important, is that we can trust that they always handle items and situations for us as if they were handling them for themselves.”*

**Mike L. - Chief Technology Officer - Outsourced HR Industry**



---

***“Deciding to partner with ICSI is the best decision I’ve made in years”***

*“I have been with ICSI since 2104 and they have been incredibly reliable. This cannot be emphasized enough.”*

**Robert B. - Chief Operating Officer - Construction Industry**





***“The biggest benefit of working with ICSI is knowing I can completely trust them to advise on all things IT”***

*“Their technical expertise, combined with their exceptional customer service, make them my ideal IT partner. ICSI’s pricing, knowledge, and availability are second to none in the field. I recommend ICSI as your IT support provider, they will consistently exceed your expectations!”*

**Jeanne S. - VP of Operations - Vascular Medical Practice**

---

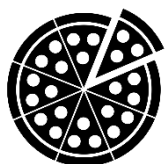


***“I’d highly recommend them.”***

*“My company was apprehensive about switching IT companies, but we are so glad we switched to ICSI. They are responsive, don't have hidden costs and were knowledgeable enough to take over without missing a beat.”*

**April A. – Office Manager – Alarm Company**

---



***“The ICSI Team is amazing!”***

*“The entire staff is extremely helpful and quick to respond to your needs.”*

**Khaleed R. – Marketing Manager – Restaurant Services**

---

## **Top 7 Reasons To Outsource Your IT to ICSI:**

---

1. **We Respond Within 5 Minutes Or Less.** The average amount of time it takes for one of our clients to get on the phone with a technician who can start working on resolving their problem is 2.4 minutes. We know you’re busy and have made a sincere commitment to making sure your computer problems get fixed FAST. And since most repairs can be done remotely using our secure management tools, you don’t have to wait around for a technician to show up.
2. **No Geek-Speak.** You deserve to get answers to your questions in PLAIN ENGLISH, not in confusing technical terms. Our technicians will also not talk down to you or make you feel stupid because you don’t understand how all this “technology” works. That’s our job!



3. **100% No-Small-Print Satisfaction Guarantee.** Quite simply, if you are not happy with our work, we'll do whatever it takes to make it right to YOUR standards.
4. **All Projects Are Completed On Time And On Budget.** When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. We guarantee to deliver precisely what we promised to deliver, on time and on budget, with no excuses.
5. **Lower Costs, Waste And Complexity With Cloud Solutions.** By utilizing cloud computing and other advanced technologies, we can eliminate the cost, complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery.
6. **We Won't Hold You Hostage.** Many IT companies do NOT provide their clients with simple and easy-to-understand documentation that outlines key network resources, passwords, licenses, etc. By keeping that to themselves, IT companies hold their clients "hostage" to scare them away from hiring someone else. This is both unethical and unprofessional. As a client of ours, we'll provide you with full, written documentation of your network and all the resources, software licenses, passwords, hardware, etc., in simple terms so YOU can understand it. We keep our clients by delivering exceptional service — not by keeping them in the dark.
7. **Peace Of Mind.** Because we monitor all of our clients' networks 24/7/365, we take the day to day stress of IT out of your day. We watch over your entire network, taking the management and hassle of maintaining it off your hands. This frees you to focus on your customers and running your business, not on your IT systems, security and backups.