

# **“What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive And Fairly Priced Computer Consultant”**

**Provided as an educational service by:**

Bill Ooms, President  
Business System Solutions  
928 Robinson Street  
West Lafayette, IN 47906  
(765) 742-3440  
[www.bssconsulting.com](http://www.bssconsulting.com)



## **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 not only be incredibly frustrating and expensive, but you 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” to 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 you will need to know 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.



From The Desk of: Bill Ooms  
Business System Solutions

Dear Colleague,

**Choosing a computer support company isn't easy.** There are no shortages 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 ear-full 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 who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know 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, but won't tell you that up front. From misleading information, unqualified technicians, 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 the 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 unethical or incompetence of some companies and technicians.

Dedicated to serving you,

*Bill Ooms*

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

### **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?**

Any reputable computer consultant will answer their phones live from at least 8:00 am to 5:00 pm and give all clients an emergency after hours number they may call if a problem arises, including weekends. Why? Because many CEOs and executives work outside normal hours and find it to be 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?**

Your computer consultant must guarantee to have a technician working on your problem within a certain timeframe after you call. If they can't guarantee a certain response time, then be prepared to work on their timeframe and not yours when problem does arise. A written guaranteed response time should be standard in every service agreement you sign. The term used for this is a Service Level Agreement, make sure the consultant provides one!

#### **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 arrogant and make you feel stupid for asking simple questions?**

Good technicians are trained to have the 'heart of a teacher' and will take time to answer your questions and explain everything in simple terms.

#### **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?**

Your computer consultant should routinely conduct quarterly review meetings with you to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Their goal should be to help you be more profitable, efficient and competitive with these meetings.

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

Do you hate it when your computer service company sends you a bill and you have no idea what work was done? This is completely unacceptable behavior. You should demand that your computer consultant provide you with detailed invoices that show what work was done, why and when so you never have to guess what you are paying for.

#### **Q6: Do they have adequate errors and omissions insurance as well as workers compensation insurance to protect YOU?**

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 multi-million dollar lawsuits from customers for bad behavior of 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?**

All projects should be a 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 reign to nickel and dime you as well as take as much time as needed on completing a project.

**Maintenance Of Your Network:**

**Q8: Do they insist on remotely monitoring your network 24-7-356 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?**

A remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so your computer consultant can address them BEFORE they turn into bigger problems and network downtime.

**Q9: Do they provide you with a monthly report that shows all the updates, security patches, and status of every machine on your network so you know for SURE your systems have been secured and updated?**

Demand a detailed regular 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, etc.). Even if you don't read through the report every week, it's important to know that this is happening.

**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?"**

Every business should have this in written and electronic form at no additional cost. Your computer consultant should 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 they will not give you the password or 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. 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?**

Since they are keeping detailed network documentation and updates on your account, any of their technicians must be able to 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?**

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 network upgrades, moves, or adding/removing users?
- Is hardware and/or software included?
- What about 3<sup>rd</sup> 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?
- Is offsite backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about onsite support calls? Or support to remote offices?
- Are home PCs used to access the company’s network after hours included or extra?

**Backups And Disaster Recovery:****Q13: Do they INSIST on monitoring an offsite as well as an onsite backup, or are they letting you rely on outdated tape backups?**

I would never allow any business these days to use tape backups because they are incredibly unreliable. Our BSS Datavault offers 24/7 monitoring, up to every 15 minutes backups, offsite storage option, data restores as needed, and virtualized server in case of a disaster.

**Q14: Do they INSIST on doing periodical test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?**

Your computer consultant should perform a monthly “fire drill” and perform a test restore from backup to make sure your 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?**

This is a simple 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 enable you to work from a remote location?**

**At minimum, you should have a simple disaster recovery plan for your data and network. I would also encourage you to do a full disaster recovery plan for your office, but at a minimum, your computer network will be covered should something happen.**

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

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

An in-house help desk helps to ensure 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 to keeping your data secure. We want to provide personal service with people you know and trust!

**Q18: Do they have a ticketing system to keep track of issues and resolutions?**

Can they quickly look up a fix that was already encountered on your system a long time ago, or are they researching it all over again each time it happens. This also is used to monitor when the problem was reported, how quickly they began working on it and what was done to resolve it. That way you have a record for yourself and any future technician.

**Q19: Do their technicians arrive on time and dress professionally?**

Any technicians working on your network is a part of your staff while they are there. Are the technicians you're used to dealing with true professionals that you would be proud to have in your office. Do they dress professionally and show up on time?

**Q20: Are they familiar with (and can they support) your unique line of business applications?**

Any computer consultant should own the problems with all of your line of business applications. That doesn't necessarily mean that they can fix faulty software – but they SHOULD 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?"**

Your computer consultant should own the problem so that you don't have to try and resolve any of these issues on your own – that's just plain old good service and something many computer guys won't do.



## 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 never have 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 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

Just like a car, 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 cars are far simpler than a computer network!

**If your computer support tech does not insist on some type of regular, automated monitoring or 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 profiting from your computer problems and don't want to recommend steps towards 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.**

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 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 that 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 don't have to pay them at all – 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 mean you're paying them to fix the **WRONG** thing and **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 disconnect 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 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 to make excuses for **POOR SERVICE** forever. That said, weren't not the most expensive either. We simply feel that we should offer a good service at a fair price.

## **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 was needed was a simple cable being plugged in. 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 offer you a fixed fee, 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 invite them into your office and ask them for a written 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 an audit 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 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.

Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the, "We don't offer one 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 the 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 in size and scope to you. 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 ages. 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 onsite; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems from cropping up in the first place.
5. **Choosing a computer consultant who doesn't have several years or more of experience.** Just knowing how a PC works and how to put a part in it is only part of what you should be looking for. A computer expert who has insight into what businesses need, especially your business, is more important than the top expert that designed the PC!

## 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 of 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!

The Team at Business System Solutions, Inc.

Phone: 765-742-3440

Web: [www.bssconsulting.com](http://www.bssconsulting.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 (\$497 value). During this health check we will perform a comprehensive review 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.
- ✓ 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.

## **Why Should You Care About This?**

Because there are literally dozens of ways hackers and viruses can access your network—undetected—to access 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, 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:

☐ Please reserve one of the FREE 27-Network Health Audits in my name so I can understand how your Total Care support plans will help my company. I understand that I am under no obligation to do or to buy anything by requesting this free audit. At no charge, you will send a senior technician to my office to:

- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ 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.

***Free audit is valid only for businesses with a Windows Server  
in the Central Indiana area.  
(Must have server and 10 or more PCs)***

**Please Complete And Fax Back to 765-807-0697:**

**Or Call: 765-742-3440 eMail: bill@bssconsulting.com**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ST: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Number of Servers \_\_\_\_\_

Number of PCs \_\_\_\_\_



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



*BSS' remote support permits very punctual response to many small issues on workstations. We've got better remote access now than ever through a secure VPN, it sure is nice to be able to commandeer my workstation from outside the office. I also very much like the way you've assigned access rights on our server. I feel more secure than ever that nobody can get access to information they're not supposed to see. It is nice to say 'we need 4 new workstations; please configure and quote them for us'. I've reduced my time on our network a lot and can practice more law!*

Roger Bennett, Bennett Boehning & Clary LLC, Attorneys at Law



*Business System Solutions provides all hardware and software repair for our computer systems. We especially appreciate the server care and oversight they provide. Their availability, quick and reliable service helps keep our office running smoothly. When an older server crashed they got it back working until we were able to replace it. Over the years we have had a positive experience with Business System Solutions and would recommend them to others.*

Pam Howard, Livesay Property Management, Owner



*In our business the amount of data and information we collect is our lifeblood, along with our day to day systems we use. It is imperative that we not only have a failsafe backup system, but the foundation of our system be sound. BSS has brought to the table the ability to assess the health of all of our PC's and servers and alert us when we have one falling below our benchmark. This allows us to take proactive measures ahead of time, instead of having to be reactive when things are crashing. BSS has always followed through true to their word with excellent service and we have yet to have anything come up that has stumped them.*

Murf McKinney, Owner



*Business System Solutions supports our PCs and Server. They help us interface with our UNIX provider as well as our telephone provider. We like their knowledgeable, friendly and prompt service. We have also never had to worry about our system security and back-ups. When we moved from our previous downtown location to our present facility, they gave good advice in advance to make the transition smooth and you were on-site during the actual moving day to facilitate the loose ends.*

Karen O'Leary, Mid-West Party Rentals



*We value working with a local company. BSS is available for quick problem solving and keeps our system running smoothly. There is always a smile on all employees and they are always professional.*

Cathy Miller, Twin City Dodge



*BSS' knowledge about the systems and software we have AND their prompt response to our needs is what we like most. It is like they show up at our office while we are still calling to have a matter addressed!*

Rod Forbes, Seeger Hodson & Forbes, Attorneys at Law

## PC Specialties, Inc.

Computer Consulting Services

*Bill - thanks for turning me on to your Spam Filter. Over the years, I've tried several with varying degrees of success. Yours by far stands way above any I've used to date. If I see 4 or 5 spam messages in a week's time now, that's a lot. Before signing on, I would get twice that number per DAY. The reduced volume, coupled with your providing virus scanning makes your solution a win-win situation for me. Thanks for sharing...*

Joe Poremski, PC-Specialties