

# I.T. Buyers Guide

What Every Business Owner **MUST** Know  
About I.T. Support Services And Fees

# What You Should Expect To Pay For I.T. Support For Your Business

How To Sort Through The Confusion And Complexity  
Of I.T. Services Companies' Contracts, Services And  
Pricing To Avoid Hiring The Wrong One

## Read This Guide and You'll Discover:

- **The 3 most common ways** I.T. 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 I.T. services; learn what it is and why you need to avoid agreeing to it.
- **Exclusions, hidden fees and other “gotcha” clauses** I.T. 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.
- **20 revealing questions to ask your I.T. support firm BEFORE** signing an agreement.

Never Ask An I.T. Services Company,  
“What Do You Charge For Your Services?”  
Instead, Make Sure You Ask,  
“**What Will I Get For My Money?**”  
And Know What To Look For And What To Avoid

From the Desk of:

**ROBERT ZEHNDER**

President, Chief Technology Officer  
Hodgson Consulting & Solutions, Ltd.

Dear Colleague,

**One of the most common 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 and important question, I decided to write this report. Furthermore, there are 3 reasons why choosing your I.T. company on their fees alone – or even using that as one of the top criteria – can lead to overpaying, even if their pricing appears cheaper initially, and to extreme frustration and unappreciated risk to your organization. They are:

**01**

I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways I.T. services companies package and price their services, and the pros and cons of each approach.

**02**

I wanted to bring to light a few “industry secrets” about IT services contracts and SLAs (service level agreements) that almost no business owner thinks about, understands, or knows to ask about when evaluating IT service providers that can end up burning you with hidden fees and locking you into a long-term contract when they are unwilling or unable to deliver the quality of service you need.

**03**

I wanted to educate business owners on how to pick the **right** I.T. 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,

Robert Zehnder

# About The Author

President and CTO of Hodgson Consulting & Solutions, **Robert Zehnder**, has over 20 years of experience in Information Technology. Hodgson Consulting & Solutions has been providing managed IT and cloud computing services for small to mid-sized business clients of all markets in the Chicagoland area and beyond for over 20 years.

Robert has currently over 20+ Industry Certifications crossing over several technology disciplines including logical and physical network structure management. Robert has been a guest speaker at Olivet University as well as assisted Citrix Systems in writing multiple exams, including Certified Citrix Administrator, XenApp, and Excalibur exams.

He has served in various technical support roles for both large and small environments and is highly recognized for his inherent ability to troubleshoot and deliver rapid solutions to complex technical problems. Robert's in-depth knowledge of Project Management has produced many satisfied clients around the globe. He has implemented a global Microsoft Enterprise Server Solution for a European based company which includes systems throughout Asia Pacific, Europe and North America. He continues to design and implement internal network infrastructures and multi-layer security solutions for companies throughout North America.



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# Comparing Apples To Apples: The Predominant I.T. Services Models Explained

Before you can accurately compare the fees, services and deliverables of one I.T. services company to another, you need to understand the 3 predominant pricing and service models most of these companies offer. 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 (Hourly).

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 ranges from simply resolving a specific problem (like fixing slow WiFi or resolving an e-mail problem) to encompassing a large project like a software upgrade, implementing cyber protections or even an office move. Some companies will offer staff augmentation and placement under this model as well.

Similar to this are value added reseller services. VARs typically do I.T. projects for organizations that have internal I.T. departments. The term “value added” reseller is based on the fact that they resell hardware (PCs, firewalls, servers, etc.) and software, along with the “value added” services of installation, setup and configuration. VARs typically service larger organizations with internal I.T. departments. A trend that has been gaining ground over the last decade is that fewer VARs exist, as many have moved to the managed I.T. services model.



## Managed I.T. Services MSP or Managed Services Provider).

This is a model where the I.T. services company, called an MSP, takes on the role of your fully outsourced I.T. “infrastructure.” That includes things such as:

- Troubleshooting I.T. problems.
- Setting up and supporting PCs, tablets, Macs and workstations for new and existing employees, both on-site and remote.



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- Installing and setting up applications such as Microsoft 365, Google Workspace, SharePoint, etc.
- Setting up and managing the security of your network, devices and data to protect against hackers, ransomware and viruses.
- Backing up your data and assisting in recovering it in the event of a disaster.
- Providing a help desk and support team to assist employees with I.T. problems.
- Setting up and supporting your phone system.
- Monitoring and maintaining the overall health, speed, performance and security of your computer network on a daily basis.

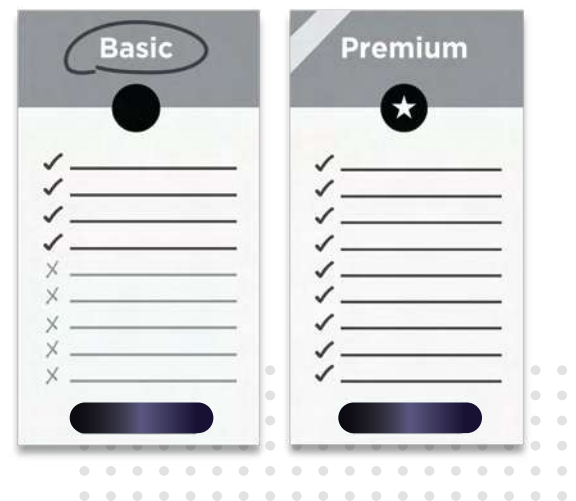
In addition to managing your I.T., a good MSP will provide you with an I.T. Roadmap and budget for necessary projects to further secure your network and improve the stability and availability of critical applications, as well as ensure that your I.T. systems are compliant with various data protection laws (HIPAA, FTC Safeguards, PCI, etc.) and that your cyber protections meet the standards on any cyber insurance plan that you have.

These projects are not included in the routine, day-to-day maintenance and are typically planned out in advance, based on the growth of your organization, your risk tolerance, operations, unique business model, etc.

## Software Vendor-Supplied I.T. Services.

Many software companies and vendors will offer pared-down I.T. 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 software 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 and won't help you and will often refer you to "your I.T. 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 (often referred to as a "line-of-business" application), this is not sufficient to provide the full I.T. services, cybersecurity, backup and employee (end-user) support most businesses need.



As a small or midsize business looking to outsource your I.T. support, you are most likely to end up having to choose between two service models: the managed 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 I.T. Services Vs. Break-Fix: Which Is The Better, More Cost-Effective Option?

The advantage of break-fix services is that you only pay for I.T. support when you need it, without being locked into a monthly or multi-year contract. If you're not happy with the service you're getting, you can change providers easily. If you're a micro-business with only a few employees, very simple I.T. needs where you don't experience a lot of problems and don't host or handle sensitive data (medical records, credit cards, Social Security numbers, etc.), break-fix might be the most cost-effective option for you.

However, the downsides of break-fix services are many if you're NOT a micro-business and are attempting to grow in revenue, staff and clients, or if you handle sensitive, "protected" data. The 6 big downsides are as follows:



- X** **1. Break-fix can be very expensive** when you have multiple issues or a major problem (like a ransomware attack). Because you're not a managed client, the I.T. company resolving your problem will likely take longer to troubleshoot and fix the issue than if they were regularly maintaining your network and therefore familiar with your environment AND had systems in place to recover files or prevent problems from escalating.
- X** **2. Paying hourly works entirely in your I.T. company's favor, not yours.** Under this model, the I.T. 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 more expensive) technician may have resolved in a fraction of the time because there's no incentive to fix your problems fast. In fact, they're incentivized to drag it out as long as possible, given that they're being paid by the hour.
- X** **3. You are more likely to have major issues.** One of the main reasons businesses choose a managed services provider is to PREVENT major issues from happening. As Benjamin Franklin famously said, "An ounce of prevention is worth a pound of cure." The smart way to avoid disasters and minimize the cost and damage is to prevent them from happening in the first place, not "hope" they won't happen.
- X** **4. You can't budget for I.T. services** and, as already explained, could end up paying more in the long run if you have to constantly call for urgent "emergency" support.

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**5. You won't be a priority for the I.T. company.** All I.T. firms prioritize their contract managed clients over break-fix clients. That means you get called back last and fit in when they have availability, so you could be down for days or weeks before they can address your problem. Further, because you're not under a contract, the I.T. company has no incentive to keep you happy or even address the root causes of your problems, which can lead to MORE problems and MORE costs.



**6. If no one is actively maintaining the security of your network and data, your chances of getting hacked go up exponentially.** Believe me when I tell you most people grossly underestimate the costs and damage done by a ransomware attack. Your operations shut down and your client contracts, private e-mails, company financials, employee payroll and other sensitive data are in the hands of criminals who won't think twice about e-mailing your list of employees' and clients' confidential information.

Thinking you're fine because "nobody wants to hack us" or "we're 100% in the cloud" is gross ignorance. If you don't have a professional I.T. company monitor and maintain your company's I.T. security, you WILL get hacked, incurring significant financial losses, not to mention reputational damage and client losses.

For all these reasons, hiring an MSP to manage your I.T. environment for an agreed-upon monthly budget is, by far, the most cost-effective, smartest option for most businesses with 10 or more employees, or who handle critical operations and sensitive data and are risk-averse.

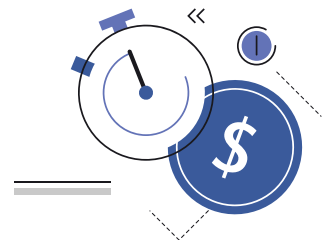
## What Should I.T. Services Cost?



**Important!** Please note that the following price quotes are industry averages based on a recent I.T. industry survey conducted by a well-known and trusted independent consulting firm, Service Leadership, that collects, analyzes and reports on the financial metrics of I.T. services firms from around the country.

We are providing this information to give you a general idea of what most MSPs and I.T. 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 for your unique situation. We are simply providing this as an educational resource to help you understand the vast differences in price and value.

**Hourly Break-Fix Fees:** Most I.T. services companies selling break-fix services charge between \$150 and \$250 per hour with a one-hour minimum. In some cases, they will give you a discount on their hourly rates if you purchase and pay for a block of hours in advance.



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**Project Fees:** If you are getting an I.T. firm to quote you for a onetime **project**, the fees range widely based on the scope of work outlined and the complexity of the project. If you are hiring an I.T. consulting firm for a project, I suggest you demand the following:



- A detailed scope of work that specifies what “success” is. Make sure you document what your expectations are in performance, workflow, costs, security, access, etc. The more detailed you can be, the better. Clarifying your expectations up front will go a long way toward 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 hourly estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your I.T. 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 I.T. Services:** Most managed I.T. services firms will quote you a MONTHLY fee based on the number of devices, users and locations they need to maintain. According to Service Leadership, the average fee per user (employee) ranges from \$146.08 per month to \$249.73 per month – and those fees are expected to rise due to constant inflation and a tight I.T. talent labor market.



**Obviously, as with all services, you get what you pay for.** “Operationally mature” MSPs typically charge more because they are far more disciplined and capable of delivering cybersecurity and compliance services than smaller, cheaper-priced MSPs.

They also include CIO (chief information officer) services and dedicated account management, have better financial controls (so they aren’t running so lean that they are in danger of closing their doors) and can afford to hire and keep knowledgeable, qualified techs vs. junior engineers or cheap, outsourced labor.

To be clear, I’m not suggesting you have to pay top dollar to get competent I.T. services, nor does paying “a lot of money” guarantee you’ll get accurate advice and responsive, customer-centric services. But if an MSP is charging on the low end of \$146.08 per employee or less, you have to question what they are NOT providing or NOT including to make their services so cheap. Often, they are simply not providing the quality of service you would expect.

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# 5 Ways “Cheaper-Priced” I.T. Firms Hide The TRUE Cost Of Their Services In Their Contracts



As we said previously, no two I.T. services agreements are alike, and unless you are technically savvy (and most C-level executives aren't, obviously), you won't really know if what you're being quoted is insufficient, overpriced or even underquoted.

If you're not careful, the “cheapest” or less expensive I.T. provider can end up costing you a lot more due to carve-outs and hidden fees in their contracts that they will later nickel-and-dime you over, or quoting inadequate solutions that you'll later need to pay to upgrade.

Here are the 5 most common things “cheaper” I.T. companies leave out of their proposal to make themselves appear cheaper – but those companies are NOT the bargain you might think they are.

1

## Grossly Inadequate Compliance And Cybersecurity Protections.

A ransomware attack is a significant and devastating event for any business; therefore, you must make sure the I.T. company you're talking to isn't just putting a basic (cheap) antivirus software on your network and calling it done. This is by far the one critical area most “cheaper” MSPs leave out.

Antivirus is good but woefully insufficient to protect you. In fact, insurance companies are now requiring advanced cyber protections such as employee cyber awareness training, 2FA (2-factor authentication) and what's called “advanced endpoint protection” just to get insurance coverage for cyber liability and crime insurance. We provide those standard in our offering, so not only do you greatly reduce your chances of a cyber-attack, but you also avoid being denied an important insurance claim (or denied coverage, period).

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2

## Inadequate Backup And Disaster Recovery Solutions.

Make sure your I.T. company includes **daily** backups of your servers and workstations, as well as CLOUD APPLICATIONS such as Microsoft 365, Google Workspace and other line-of-business applications, such as your CRM data, client data, etc. That's because online applications do NOT guarantee to back up your data (read the small print in your contract and you'll be shocked). Further, your backups must be immutable, which means they cannot be corrupted by a hacker. Many insurance companies now require immutable backups to be in place before they insure against a ransomware or similar cyber event that erases data. Be sure to ask your I.T. company if that's what they quoted you.

3

## Carve-Outs For On-Site And After-Hours Support.

This is another area that takes many business owners by surprise: all after-hours and on-site visits might involve an extra fee. We include ALL of this in our agreements, so you aren't nickel-and-dimed for every request, but you need to make sure you understand what is and isn't included in the service agreement you're signing.

4

## Nonexistent Vendor Liaison And Support.

Some I.T. firms will charge you hourly to resolve issues with your phone system, ISP, security cameras, printers and other devices they didn't sell you but that still reside on the network (and give you technical problems). As a client of ours, you get all of that INCLUDED, without extra charges.

5

## Cheap, Inexperienced Techs And No Dedicated Account Managers.

Many of the smaller MSPs will hire techs under a 1099 agreement or find cheaper, less experienced engineers to work on your network and systems. Obviously, the more experienced and knowledgeable a tech is on networking and, more specifically, cybersecurity, the more expensive they are.

Further, smaller MSPs can't afford dedicated account managers, which means you're depending on the owner of the company (who's EXTREMELY busy) to pay attention to your account and look for problems brewing and critical updates that need to happen, upgrades and budgeting you need. Good account management includes creating and managing an I.T. budget, a custom roadmap for your business and review of regulatory compliance and security on a routine basis to make sure nothing is being overlooked.

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**Buyer Beware!** In order to truly compare the “cost” of one managed I.T. services contract to another, you need to make sure you fully understand what IS and ISN'T included in the SLA you are signing up for. It's VERY easy for one I.T. services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The SLA should define the following:

- What services the MSP is providing in clear terms.
- Guaranteed response time to a problem (both minor and major outages).
- What fees are extra (like on-site fees, after-hours support, etc.).
- Contract terms and renewals.
- Cancellation terms: specifically, how do you get out of the contract if they are not delivering the services promised?
- Liability protection, both for them and you.
- Payment terms.

But the BEST way to avoid having a problem is to pick the right MSP to begin with.

The following are 21 questions to ask your I.T. services provider that will clarify exactly what you're getting for your money. Some of these items may not be that important to you, while others (like response time, adequate insurance and cybersecurity and compliance services) 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.

## 20 Questions You Should Ask Your I.T. Services Firm Before Signing A Contract

### CUSTOMER SERVICE:

Q1

**Do they answer their phones live or do you always have to leave a voicemail 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, even 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

**Do you offer a written, guaranteed response time to your calls?**

**OUR ANSWER:** We guarantee to have a technician working on a problem within 60 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, 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 in the client comments section of this report to see how our clients rave about our team of techs dedicated to supporting you.

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 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 have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?**

**OUR ANSWER:** 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?

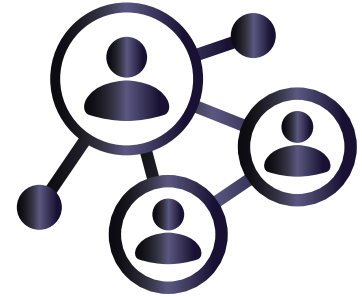
**Here's another question to consider:** if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation — and don't be shy about 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 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 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 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 network upgrades, moves, or 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 contract cancellation policy?
- 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 for remote offices?
- Are home PCs used to access the company's network after hours included or extra?

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 tape backups are incredibly unreliable. We make sure all of our clients have SafetyNet Online Backup Solutions, and here is why:

- SafetyNet Online Backup Solution host servers automatically backup your systems via the internet, onsite, or a combination of both.
- An encrypted copy of your data is safely stored and mirrored at two secure facilities for optimal protection.
- We can quickly and efficiently restore all or part of your data – typically within 24 hours – from anywhere in the world.
- You only pay for the server space you use based on the compressed data size.

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 monthly “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, such as an office fire or ransomware attack, do they have a written plan for how your network could be restored FAST and/or enable you to work from a remote location?**

**OUR ANSWER:** All our 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 SERVICE:

Q17

**Is their help desk U.S.-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 supportive. We consider this one of the most important aspects of customer service, plus we feel it's important to 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. Our technicians have over 40 industry recognized certifications. Plus, our top grading 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 conduct themselves in a professional manner?**

**OUR ANSWER:** Our technicians are true professionals that you would be proud to have in your office. They dress professionally and show up on time, and if they cannot, (for some odd, unforeseen reason), we always notify the client immediately. We believe these are the minimum requirements for delivering a professional service.



Q20

**When something goes wrong with your Internet service, phone systems, printers or other I.T. 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.

To Schedule Your **FREE** Assessment, please visit [www.hodgsonconsulting.com/discovery](http://www.hodgsonconsulting.com/discovery) or call our office at 847-906-5005

# A Final Word And FREE Assessment Offer To Show You How To Eliminate System Slowness, Crashes, And Viruses And Drastically Lower Your I.T. Maintenance Costs

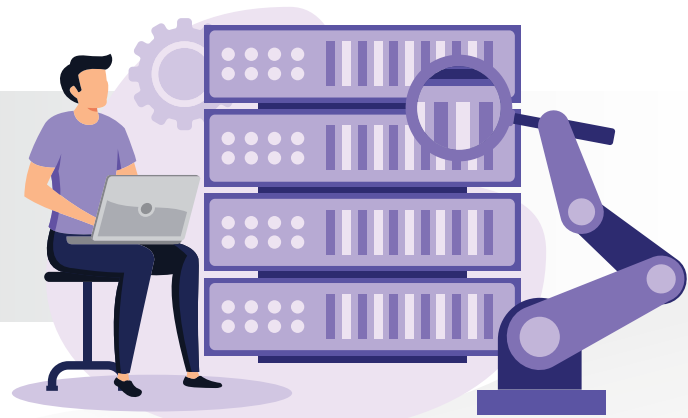
I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to outsource your IT support. As I stated in the opening of this report, my purpose in providing this information is to help you make an informed decision and avoid getting burned by incompetent or unethical firms luring you in with cheap prices.

**Below you will find information on how to request a FREE IT Optimization Plan for your company as a next step in engaging with us.** There is no cost or obligation and I guarantee you will find this consultation to be extremely valuable and eye-opening.

Looking forward to your call!

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or call our office at 847-906-5005

**Robert Zehnder**  
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# See What Other Business Owners Are Saying About Hodgson Consulting & Solutions

**Dependable with great customer service and easy to understand business solutions.**



I have been with Hodgson Consulting & Solutions for about 5 years, and they came highly recommended by companies we work with on a daily basis. The decision to switch companies had many variables, but Hodgson Consulting had a very simplistic and easy to understand System that they tailored to my claims business.

*- Martin Alpert, President and CEO, Environmental and General Liability*

**My IT problems never become my business problems.**



Working with Hodgson Consulting feels like working with In-house IT support. I work with the same 1 or 2 technicians which allows them to get to know me, my applications and computer systems. When I have a problem, the technicians take the time to show me what went wrong so I can avoid that issue in the future.

*- Harry Moser, CEO, Reshoring Initiative*

**I don't have to learn about IT!**



We have received personalized service that meets our specific needs. We get the right sized solutions, not too small with constant upgrades, not overkill and overspending.

*- John W. Beaver, Owner, Phase III Advisory*

# See What Other Business Owners Are Saying About Hodgson Consulting & Solutions

## Professional and responsive.



The Hodgson Consulting crew do a great job keeping our technology up to date and our information safe. They are super responsive and very helpful in any situation.

*- Joe Havansek, Principal, Moran Havansek Financial Group*

## When ransomware attacks, you NEED HCS on your side.



There was a point when my business experienced what no business owner ever hopes to we were hit with a ransomware attack. We are so grateful that we were already partnered with Hodgson Consulting and Solutions because Hodgson's response to our crisis was immediate. There wasn't a moment's hesitation. He prepared precise instructions for recovery, and his team had us up and running in no time! I've always had peace of mind with HCS.

Hodgson and his team aren't just helpful in worse-case scenarios; they also improve our daily performance. They save me hours by doing ancillary tasks such as backup verification, firmware updates, and checking to ensure each user's antivirus is updated and working correctly.

The best aspect of the HCS team is their level of expertise. They have a profound knowledge of IT at their fingertips. We get full access to professional-grade IT network hardware and infrastructure, tech support, security, and backup plans for less than I'd pay an entry-level IT professional. HCS protected my business after a ransomware attack, don't let a lack of a great IT firm be the end to yours!

*- Rosetta Metz, Owner, Lettuce Organize*



**HODGSON**  
CONSULTING & SOLUTIONS

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