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

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

Choosing the wrong computer consultant to support your network can not only be incredibly frustrating and expensive, but it could end up costing you in downtime, data loss, and expensive repair/support 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/support options aren't the bargain they initially appear to be.

- The one surefire sign that you should run – not walk – away from a computer support firm.

**Provided as an educational service by:**
Kevin Snyder, Partner & VP
ProductiveTech, Inc.

From the Desk of: Kevin Snyder, Partner & VP
ProductiveTech, Inc.

Dear Colleague,

**Choosing a computer support company isn't easy.** There's no shortage of horror stories about incompetent computer repair "gurus" bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an 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 IT Services and Support
## 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 support 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.**

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 IT 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 burn a CD 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 IT services 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,

*Kevin Snyder*

# About The Author

Kevin Snyder is Partner and Vice President of ProductiveTech.  He understands the challenges of small businesses having been an owner himself for 19 years, the past 8 with ProductiveTech!

Kevin got his start in technology in the mid-80's attending local colleges and universities.  His industry accreditations reached Microsoft's premier level, Microsoft Certified System Engineer (MCSE), plus several from other top players in the industry.  He remains a dedicated student of business and technology and a strong believer in the value of knowledge.

Kevin lives ProductiveTech's mission to provide our clients an unmatched customer experience; to completely manage all IT concerns, relate to each client's technology vendors, to provide the guidance, budgeting and planning assistance that a business needs to grow.

# 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?**

ProductiveTech's Answer: We answer our phones live from 8:30 a.m. to 5:00 p.m. and keep staff on call after hours should a problem arise, including weekends and holidays. Why? Because many of the CEOs and executives we support 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?**

ProductiveTech's Answer: We guarantee to respond to your calls within one hour.

**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?**

ProductiveTech's 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.

**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?**

ProductiveTech's 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 is help our clients be more profitable, efficient and competitive with these meetings.

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

ProductiveTech's 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?**

ProductiveTech's 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 multi-million dollar lawsuits from customers for bad behavior of their technicians. In some cases, their techs where 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?**

ProductiveTech's Answer: All projects are quoted, approved, and guaranteed to be completed on time, in writing.

## 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?**

ProductiveTech's 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 quarterly 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?**

ProductiveTech's Answer: Every quarter 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: Do you have access to 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?"**

ProductiveTech's Answer: All clients receive this at no additional cost. We maintain a real-time electronic inventory to help you organize, plan and budget.

**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?**

ProductiveTech's 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. We also have weekly Help Desk and Engineering meetings to keep our team up-to-date

about what's going on in the technology world and with our clients. This also gives them an opportunity for mind-sharing about hot topics and ideas on how to further help our clients.

**Q12: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are there "gotchas" hidden in the fine print?**

ProductiveTech's 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?
- Is hardware and software support included?
- What about onsite support calls? Or support to remote offices?
- What about 3$^{rd}$ party software support? (We recommend that this IS included).
- What about moves or adding/removing users?
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Is there a No-Risk Guarantee?
- Is offsite backup included? To what degree?
- If a server or workstation suffers a major disaster, is restoring it included or extra?
- Is smartphone support (iPhone, Android) included?
- Are periodic business technology meetings for review, planning and budgeting included?

## 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 or file-based systems that are painfully slow to restore?**

ProductiveTech's Answer: We recommend our clients do not use tape backups because they are incredibly unreliable. We make sure all of our clients have managed backup and disaster recovery systems in place.

**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?**

ProductiveTech's 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?**

ProductiveTech's 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 enable you to work from a remote location?**

ProductiveTech's 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?**

ProductiveTech's Answer: 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 to keeping your data secure.

**Q18: Do their technicians maintain current vendor certifications and participate in on-going training – or are they learning on your dime?**

ProductiveTech's Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. A few of our certifications include MCSE, MCSA, MCP, CCNA, VCP, etc. Plus, our hiring process is so stringent, over 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?**

ProductiveTech's 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. We even have a dedicated Service Delivery Manager to foster communications between customers and technicians.

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

ProductiveTech's 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?"**

ProductiveTech's 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.

# The 3 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
- Backup monitoring and test restores
- Firewall updates
- Spam filter installation and updates
- Spyware detection and removal
- Web filter updates and monitoring
- 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 means 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 disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from $59 to over $275 to fix it!
2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.

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

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

We take the view that most people want value for 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, we're not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been successful in business since 1984!

# 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.

One of the easiest ways to take advantage of a customer is to get them to agree to a time and materials repair. Unless they know exactly what's wrong and how long it should take, they may 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 the proper attention and an accurate 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 <u>written</u> proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an assessment 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 their current clients**. Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients that are similar 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 isn't well-versed in many different business types, such as medical, legal, manufacturing, general business, transportation, distribution, real estate, banking, accounting, construction, education, government, professional services, etc.** You want someone with the breadth and strength to handle a wide variety of technology issues. Serving a wide variety of industries benefits a consultant's clients because being exposed to many different business types can help give the consultant ideas about how other industry solutions may better fit your business model. If they only serve one type of customer, how will they know what else is going on with the rest of the technology world?

# 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 Problem Prevention Network Assessment. 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 Network Assessment 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!

ProductiveTech
Phone: (856) 956-5800
Web: www.productivetech.net

# FREE Problem Prevention Network Assessment For All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE Problem Prevention Network Assessment ($300 value). During this network assessment, we will perform a comprehensive assessment of your entire network to look for potential problems, security loopholes, spyware openings, and other hidden problems that will cause the computers on your network to run slow, act funny, crash, and lose data.

We will:

- Provide a Risk Score value from 1 to 10, where 10 represents significant risk and potential outage.

- Identify domain controller servers and online status.  Evaluate the risk of a related outage.

- Identify inactive users that have not logged in within 30 days.  Active accounts that are not in use may pose a security risk and should be addressed.  These are often found to be past employees still having access to the company network.

- Provide a listing of all security groups from Active Directory with detailed information on group membership by user account.

- Create a comprehensive list of shared folders on the network.

- Discover computer entries that have not registered with the domain controller in the past 30 days. While not inherently harmful, the defunct systems should be removed from Active Directory routinely.

- Detect the major applications on the computers and quantities of each.

- Detect computers using potentially insecure communication protocols.

- Detect mail servers, web servers  and SQL servers on the network.

- Provide a System Event Log and Application Event Log analysis for every server showing the last 5 events for each one.

- List network devices not registered within Active Directory that respond to network requests.

- Prepare a domain analysis displaying the owner and status of every company domain name.

- Test Internet access and performance.

## 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.

### 3 Ways To Request Your FREE Problem Prevention Network Assessment:

1. **Visit http://www.productivetech.net/free-network-assessment/  and fill in my online request form.**

2. Send an e-mail to customercare@productivetech.net  with the words, "ProductiveTech Network Assessment" in the subject line. Be sure to include your company name, address, and phone number so I can follow up with you.

3. Or call our office: (856) 956-5800

# We Look Forward To Hearing From You Soon...



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**Peggy Goldman, President of Friendly Planet was nice enough to say,** *"ProductiveTech has helped us grow our company. Simply said, without proper automation and infrastructure, our company could never have gone from a few hundred passengers a year to 9,000 a year. Kevin, John and the ProductiveTech team have been our network administrators for close to 9 years. During that time, Friendly Planet has grown from 3 people to 22. We have moved our offices twice to accommodate our growth, and if we needed to move again, we would depend on you to do your magic and make the move as painless as possible.  Considering that virtually all our work is done online, we have hardly ever experienced a down time. And on the rare occasion that we've faced a problem or emergency, the ProductiveTech team has truly been only a phone call away. That's great service and we're very glad to have it."*

**Meredee Parsons from Parts Life, Inc. said** *"Help is always available at ProductiveTech when you need it. Their staff is friendly and courteous. They get back to you promptly and stay on top of your issue. It's a pleasure working with a company that cares."*

**Jeff Barsky, President of Barsky, Fleming Marketing tells us,** *"We have been a client of ProductiveTech for approximately 12 years. There has never been a time when we were down that ProductiveTech has not taken immediate care of us. John, Kevin and the rest of the ProductiveTech Staff are tops at all the different services we use to aid our company."*

**Michele Mertz, of the Procacci Development Company had these kind words to say after referring a friend to ProductiveTech,** *"You guys are absolutely the best.  I would recommend the services of your organization and staff to anyone who needed excellent IT Services.  I am glad that everything worked out so well with TrashPro.  I am sure you will find Robb and Amber wonderful people to work with, very genuine and dedicated to excellence in their field.  You are a perfect fit."*

**Pam Fisher, of Pee Jay's Fresh Fruit tells us how she feels about her experiences with ProductiveTech,** *"When I call ProductiveTech, I'm always greeted with a friendly voice that cares, and one that understands the need to resolve my issue quickly.  And they do!"*