

The Auckland Business Owners' Guide To IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Business

(And How To Get *Exactly* What You Need Without
Unnecessary Extras, Hidden Fees And Bloated
Contracts)

Read this guide and you'll discover:

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

Provided as an educational service by:

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



From The Desk Of: Daniel Watson
Managing Director, Vertech IT Services

Dear Colleague,

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

***My name is Daniel Watson, Managing Director of Vertech IT Services and author of *She'll Be Right (Not!)*. We've been providing IT services to businesses in the Auckland area for over 10 years now. You may not have heard of us before, but I'm sure you're familiar with DSL Logistics and Primicare Dental, Brix and Co Winery, Smartcover, spirit of Adventure, SLA Accounting, EdenFX Recruitment who are clients of ours. A few of their comments are enclosed.

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 question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.
2. I wanted to bring to light a few “industry secrets” about IT service contracts and SLAs (service level agreements) that almost no business 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.
3. I wanted to educate business owners on how to pick the **right** IT services company for their specific situation, budget and needs based on the **VALUE** the company can deliver, not just the price, high OR low.

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

Dedicated to serving you,

Daniel Watson

About The Author



Daniel has been the Managing Director of Vertech IT Services since 2010. His areas of focus include Cybersecurity, Cloud Based solutions, Business Development and Marketing.

He loves meeting with clients and working out creative IT strategies that will make a real difference to their business as a whole.

He has a natural leadership ability and is instrumental in developing solid growth strategies for his team at Vertech to ensure that they strive to deliver the best possible solutions and services to their clients at all times.

Married with two children, Daniel is actively involved as a leader in the local Sea Scouts Troop, regularly volunteers as crew on the Spirit of Adventure and was a Sergeant with the Royal New Zealand Engineering Corps Army Reserve with nearly 20 years service.

Company History

Vertech was started as a business unit of Edtech in 2004 from a collection of small business customers that Edtech had collected over time. Edtech was a major provider of Network and Financial services to the Educational Sector at the time and wished to diversify. Daniel joined Edtech in 2007 to service those business customers.

Vertech as it is now sprang forth in 2010 when Daniel (the Senior Network Engineer at the time) saw that the drive to look after those business customers by the mother company in the manner they deserve was fading and felt that he could take on that challenge. Daniel pulled in a former Account Manager from Vertech as a Partner and bought the business from Edtech. Since then Vertech has operated as a bespoke IT Solutions company providing high quality personalised service to small to medium sized businesses in the Auckland area.

In 2013 Daniel bought out Mike's share of the business and is focussed on setting Vertech on a growth path, harnessing the opportunities provided by the UFB rollout and the explosion of Cloud based services to give our customers access to the best solutions to suit their business model.

From 2015 we saw that there was an ever increasing surge of cybersecurity attacks such as ransomware and Phishing Social Engineering attacks upon our client and decided that it was uncool of us to be billing our customers hefty recovery fees in the event of an security incident so we chose to reorientate our support plans and solutions around Flat rate fees which incorporate whatever security features it takes to keep our clients safe and provide our Unique 100% money back Cybersecurity Guarantee.

Since 2018 we have been working fully in the cloud from shared office spaces in a stylish social environment of The Crate in Constellation drive. We continue to heavily invest in our Internal Systems to strive for Best in Class standards across Operations, Project management sales & marketing. Our team continues to grow with now 13 staff service a growing range of awesome dynamic growth oriented clientele. We have experienced 16-30% growth year on year for the last 3-4 years and Daniel loves sharing the multitude of lessons learned through this process with other business owners to help them with their journey.

Vertech's Mission - What do we do?

“We’re a One Throat To Choke IT services company that looks after the systems of growing dynamic businesses so that SMB owners have the freedom to pursue their business goals without stress knowing that Vertech has their IT taken care of.”

We are a partner you can TRUST. We’re the team that will stay up into the wee hours of the night fixing a problem. We’re the team you can call when an unexpected problem or crisis arises. And because we already know your environment, we can step in at any time FAST.

We are also a leader in efficient, responsive IT services and support, with dozens of high rating reviews on google, and we are the only IT company in Auckland that offers a money back Cybersecurity Guarantee. We currently serve over 130 businesses in Auckland and have a solid reputation for service built on over 10 years’ experience. But that’s not all we do. We are also the preeminent experts in cyber security – second to none in our thorough understanding of how to protect networks from data loss, ransomware, cloud technologies, etc.

I have invested tens of thousands of dollars and over 10 years into developing the most efficient, robust and responsive IT support system so you don’t have to. The Fully Outsourced or Co-Managed IT support options we provide will dramatically improve your effectiveness of your IT team while saving you money.



Up-to-Date, Reliable, Cyber Protection

We had been without a IT support partner for a while and we had growing concerns about Cybersecurity. Vertech have taken us under their wing with advanced endpoint protection, email filtering, and a cybersecurity awareness training program so I no longer need to worry as we now have an experienced team looking after all our IT requirements.

They are accessible, as and when required which is a great improvement upon our past experiences so if you want a team who are personable, reliable and up to date with the latest in IT then I would **definitely recommend Vertech to you.**

- Rebecca Stilton | Managing Director | SLA Accounting



With our systems taken care of, we could focus on sailing into the sunset.... Literally

Jargon - no one likes it except the ones who understand it. Often it makes others feel outside the conversation and inferior. When you are on our ship we are quick to make sure you feel comfortable teaching you the terms and sayings so you feel part of the crew.

When speaking to Vertech it was important to me that the team at Spirit were **listened to** and taken on a **journey of digital transformation** that would provide easy solutions to our technical challenges. Not a journey of jargon, terminology, and solutions that no one gets! **We needed to be part of their crew.**

Vertech started with a comprehensive standards based audit allowing for a simple transparent approach providing an approach that is **less about the jargon and more about the outcomes**. The win for us was that they showed us that technology was our friend, it was an asset, and it was here to make our lives easier. On top of all that we are safe, secure and can protect our customers information to the highest standards.

Vertech have a service heart based on the quality of our relationship being at the core of everything we do. Their friendly staff are always **available, fast and efficient**, this has given us peace of mind knowing that if something were to go wrong, our data is secure and our systems are protected and things are made ship-shape super quick.

- Bruce Pilbrow | CEO | Spirt of Adventure Trust

Comparing Apples To Apples: The Predominant IT Service Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant service models most of these companies fit within. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 predominant service models are:

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

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

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

You’ve probably heard the famous Benjamin Franklin quote, “An ounce of prevention is worth a pound of cure.” I couldn’t agree more — and that’s why it’s my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any business. The only time I would recommend a “time and materials” approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn’t have the time or expertise to implement (such as a network upgrade, installing a backup solution, etc.) and

even then there are advantages to using a partner like ourselves to provide outsourced Comanaged services for aspects that aren't your internal teams expertise. Outside of that specific scenario, I do not think the break-fix approach is a good idea for general IT support for one very important, fundamental reason: you'll ultimately end up paying for a pound of "cure" for problems that could have easily been avoided with an "ounce" of prevention.

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

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

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

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

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

Should You Just Hire A Full-Time IT Manager?

In most cases, it is not cost-effective for companies with under 50 employees to hire a full-time IT person, because you can outsource this function of your business far cheaper and with a lot less work; but you DO want to hire a professional to perform basic maintenance just as you would hire an attorney to handle your legal matters or an accountant to prepare your taxes. **And if you truly understand the cost of your TIME and factor in employee productivity, the managed IT services model is considerably less expensive over time than the "break-fix" model.**

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

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

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

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

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

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

Important! Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. We are providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget and situation.

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between \$120 and \$150 per hour with a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

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

- **A very detailed scope of work that specifies what “success” is.** Make sure you detail what your expectations are in performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to give you what you REALLY wanted.
- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant’s. Be very wary of loose estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your IT consulting firm’s responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly as well as ensure there is no surprises and be transparent if the situation should change mid project.

Managed IT Services: Most managed IT services firms will quote you a MONTHLY fee based on the number of devices and staff they need to maintain, back up and support. In Auckland, that fee is somewhere in the range of \$80 to \$250 per server, \$150 to \$200 per desktop/person and approximately \$10 per smartphone or mobile device.

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

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

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

- Hardware, such as new servers, PCs, laptops, etc.
- Software licenses
- On-site support
- Projects – such as site moves or acquisitions
- Network Device or printer management
- Application Training
- Advanced Security services such as SIEM/SOC or 24x7 Managed Threat response
- etc.

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

The following are 22 questions to ask your IT services provider that will clarify exactly what you’re getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

23 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract

Customer Service:

Q1: Do they offer a 100% Hack Free Money Back Cybersecurity Guarantee?

Our Answer: Before we take on a new client we will review the current security posture of their systems and make a variety of recommendations to bring the network up to a standard based on an international recognised security framework appropriate to their business. Once those are in place then we are so confident in our protections that we will make clean up and restore any system compromised and give you your money back should they be breached. The trust you have put in us to protect you is sacred and we continually seek to improve our guardianship of your data!

Q2: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back?

Our Answer: We answer our phones live from 7:30 a.m. to 6:00 p.m. and an answering service after-hours they may call if a problem arises, including on weekends if a call out is required. 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.

Q3: Do they have 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.

Q4: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?

Our Answer: Our technicians are trained to have the “heart of a teacher” and will take time to answer your questions and explain everything in simple terms. Just look at what James Boughey had to say:

We Feel Like Their Most Important Client



Vertech have brought a number of software innovations to our IT landscape but, most importantly they have managed to **maintain a human face** and a desire to **make us feel like their most important client**.

Most Kiwi Companies want to know who they are dealing with particularly with IT. Our systems and data are the most critical aspect of our business, it has to be looked after by **somebody you can trust** and Vertech with their personalised IT solutions provide this.

If you are considering making a change in your IT support team take the step closer to Vertech, **their people and structure are top quality**.

- James Boughey | International Cargo Systems Ltd

Q5: 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.

Q6: 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.

Q7: Do they have adequate Professional Liability & Cybersecurity 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? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with Professional Liability Insurance – and don't be shy about asking to see their latest insurance policies!

True story: A few years ago, Geek Squad in the USA was slapped with multimillion-dollar lawsuits from customers for bad behavior by 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.

Q8: 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 penny-pinch you as well as take as much time as they want on completing a project.

Maintenance Of Your Network:

Q9: 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.

Q10: Do they provide you with a weekly report that shows all the updates, security patches and the status of every machine on your network so you know for SURE your systems have been secured and updated?

Our Answer: Every week our clients can 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.). Typically we will raise these reports at our quarterly Business Reviews.

Q11: 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 or electronic form. We also regularly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Q12: 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.

Q13: When they offer an “all-inclusive” support plan, is it TRULY all-inclusive, or are their “gotchas” hidden in the fine print?

Our Answer: 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 can be 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?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices? Afterhours calls?
- Are home PCs used to access the company's network after hours included or extra?
- Do they carry spares of critical kit to enable rapid replacement of failed hardware?

We believe each customer has specific needs and requirements, we'll negotiate with you to discover the right mix for your business to get the best result

Q14: Do they conduct a regular Security Risk Assessment of your Network & Systems at least Annually?

Our Answer: Even the best IT companies will admit that things can drift off from best practice ideals over time and for compliance with most Security standards, Insurance and Regulatory Compliance we incorporate an annual vulnerability scan of our clients internal and external networks and systems to ensure we keep the ship on course.

Backups And Disaster Recovery:

Q15: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape or external drive backups?

Our Answer: We do not allow our clients to use tape backups because they are incredibly unreliable and USB drives aren't much better. We make sure all of our clients have a **3:2:1 Backup plan**, that is **3** copies of any critical data, **2** different formats with **1** copy offsite, preferably in the cloud to enable flexible DR options.

Q16: 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.

Q17: 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.

Q18: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or one that enables you to work from a remote location?

Our Answer: All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise And Support:

Q19: Is their help desk NZ-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's important for keeping your data secure.

Q20: 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 obtain vendor certifications in all the software we support. Plus, our hiring process is so stringent, 95% of the technicians who apply don't make it through (guess who's hiring them?).

Q21: Do their technicians arrive on time, dress and act professionally?

Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. Our staff will let you know what they are there to do, what they are working on and what they have done before they leave the site. We believe these are minimum requirements for delivering a professional service.

Q22: Are they familiar with (and can they support) your unique line-of-business applications?

Our Answer: We own the problems with all line-of-business applications for our clients. That doesn't mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

Q23: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, “That’s not our problem to fix”?

Our Answer: We feel WE should own the problem for our clients so they don't have to try and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.

A Final Word And Free Assessment Offer To Show You How To Eliminate System Slowness, Crashes And Viruses And Drastically Lower Your IT 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 to. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by 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 consult to be extremely valuable and eye-opening.

Looking forward to your call!

Daniel Watson
Managing Director, Vertech IT Services
Phone: 021 279 8019
Web: www.vertech.co.nz

Limited Free IT Optimization Plan:

Give Me 30 Minutes, And I Guarantee I Can Show You How To Eliminate System Slowness, Crashes, Viruses And A Host Of Other Annoying IT Problems – And How To Never Pay For Unnecessary IT Expenses And Repairs Again

From The Desk Of: Daniel Watson,
Managing Director, Vertech IT Services
Albany, Auckland

Dear Colleague,

Do you have a **nagging suspicion** that your current IT provider isn't delivering the quality of service you're paying for?

Maybe you're experiencing **chronic problems** with your computer and phone systems that your IT provider just never seems to resolve.

Maybe it has become easier to find a work-around or **try to fix IT problems yourself** than to call your IT provider.

Or maybe you're sending a cheque every month for their services **but don't really know what you're paying for**. Could they really get you back up and running after a disaster? Are they *truly* maintaining critical security updates for your IT systems? Have you outgrown their ability to adequately support you?

It's very common for businesses to be unhappy with the quality of service and support they're getting from their current IT company, but they tolerate it simply because they don't know who else to call, or they're just too darn busy to take the time to find someone else.

**Free Customized IT Optimization Plan And
57-Point IT Systems Security And Performance Assessment**

If I just described your situation, I want to give you a **customized IT Optimization Plan for free** that will reveal what's REALLY going on in your computer network and show you the fastest and most efficient way to get your systems working the way they're supposed to, saving you a great deal of time, aggravation and money. **Briefly, here's what I have in mind...**

First, I want to perform our proprietary **57-Point IT Systems Security And Performance Assessment** on your computer network (one that's taken me over 20 years to perfect).

There's no charge for this, and it only requires a 30- to 60-minute meeting with me and one of my top IT consultants. After doing this type of thing for almost 11 years, we've truly perfected a process for helping companies like yours to get their IT systems working the way they are supposed to.

After conducting this Free Assessment, we'll be able to answer your top questions, such as:

- Are your IT systems truly secured from hackers, viruses and rogue employees?
- Are your backups configured properly to ensure that you could be back up and running again fast in a disaster?
- Are you unknowingly exposing your company to expensive fines and litigation under new Auckland data-breach laws?
- Could you utilize cheaper and more efficient cloud-computing technologies to lower IT costs and make it easier to work remotely?
- Are your systems optimized for maximum speed and performance? (I can tell you, 99% of the computer networks we review are NOT.)

Once we have a clear picture of the state, health and performance of your current IT systems, we'll then deliver a **customized IT Optimization Plan** that will show you how to eliminate every single nagging problem, enable you to work faster and easier and lower IT costs wherever possible.

At The End Of This Assessment, One Of Three Things Will Happen:

You love the plan and decide to implement it on your own. If this is the case, we'll wish you the best of luck and *ask that you keep in touch with us to let us know how you're doing.*

You love the plan and ask to become our client so we can personally help you implement it ASAP. *If that's the case, we'll knock it out of the park...and that's a promise.*

Or finally...

In the unlikely and *unprecedented* event that you feel like you wasted your time, and that we don't find a way to dramatically improve your situation, **we will send you a cheque for \$100 immediately.** No questions asked. Your time is your most valuable asset, and I respect that. To date, we've NEVER had anyone say that we've wasted their time, so I feel completely comfortable making this guarantee to you.

Think about this...

The “worst” that can happen is you get \$100 for “wasting” an hour having an independent third party validate and review the security, speed and health of your computer network.

The best that can happen is we work together to finally take all IT complaints off your plate.

Here’s How This Will Work:

First, you’ll fill out a quick request for the **customized IT Optimization Plan** on our web site: www.vertech.co.nz/services/cybersecurity

Once you complete this, Daniel Watson from our office will call you and set up a convenient time for us to come to your office and perform our **57-Point IT Systems Security And Performance Assessment**.

After that initial meeting, we’ll prepare a **customized IT Optimization Plan and a “Report Of Findings”** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone’s productivity in the fastest, most efficient way possible.

And like I said, *there’s no charge for this.*

So Why Would We Offer This For Free?

For one simple reason:

It’s the fastest and easiest way for us to demonstrate the value we can deliver without any risk to you. Frankly, it’s how we get the happy clients you’ve seen all over our web site and have probably heard about before. (See attached.)

After all, if you like what you see and we show you how to solve a number of IT-related problems in your company, why wouldn’t you want to work with us? Of course, we will approach this with no expectations or heavy sales pressure of any kind. I don’t like pushy salespeople any more than you do — **and we stand on the belief that providing extreme value in advance is the best way to showcase our services** and win new business. In fact, here’s my “VALUE IN ADVANCE PROMISE” to you...

You’ll Find This Consultation To Be Incredibly Valuable Or We’ll Send You A Cheque For \$100 To Compensate You For Your Time

Now, obviously this is an amazing offer that you’ll probably never see from any other IT company or computer expert in the world. But I’m SO confident that we can deliver extreme value that I have no concerns with putting this type of guarantee on our time together.

The ONLY catch is that we can't help everyone, so we have a strict (but reasonable) set of criteria that need to be met in order for us to proceed. Here it is:

1. You have to at least have a server or 10+ workstations.

Our services and advice work best for companies that have at least one server and 10+ workstations. If that's not you (or if you are a brand-new startup), we might be able to help you through a different process. Call the office and we'll direct you from there: 09 281 4034.

2. You must be the owner of the business.

Due to the nature of the advice we'll give you, it will be actionable only for the owner or key executive.

If You Meet The Criteria Above, Here's How We Get Started:

Step 1: Go to the web site below to complete a request for the assessment. Don't worry, it's EASY, simple and unobtrusive.

www.vertech.co.nz/services/cybersecurity

Step 2: Once we've received your application and reviewed it, Bianca or Daniel from our office will call you and set up a time for us to meet.

The initial meeting will be between 30 and 60 minutes. This is where we really begin working to figure out exactly what you want and how to make it happen. We'll also initiate our **57-Point IT Systems Security And Performance Assessment**.

Step 3: After that initial meeting, we'll prepare a **customized IT Optimization Plan and a "Report Of Findings"** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone's productivity in the fastest, most efficient way possible. This second meeting should be a real eye-opener for you.

If you see the value in engaging beyond that, great! We can talk about it at that time. And if you don't want to become a client — *that's OK too*. By the way, we've *never* had anyone feel like their time was wasted. EVER. That's why we can make this offer. WE DELIVER.

So, unless you are 100% happy with the IT support you are getting and absolutely confident that your network is secure, backed up properly and running at optimal levels, why wouldn't you give this a try? Do it now and you'll be glad you did:

www.vertech.co.nz/services/cybersecurity

See What Other Business Owners Are Saying:

Big Enough with a Personal Touch



Surprisingly one of the unexpected benefits of moving to Vertech's comprehensive TrueCare Flat Rate Remote Support plan has been the **ease of invoice reconciliation**. No more needing to check the monthly billing - **a time saver!**

What I really like is that Vertech is **both big and experienced enough** to be able to offer solutions suitable to our business and small enough to **still offer a personal touch**. So if you want a company who cares about their customers, offers quality solutions and tries to understand your day to day business then

choose Vertech. If you want to be a number of a sales column for a sales rep, choose the other people!

Phillip Rashleigh | Director | DSL Logistics Ltd

A Great Company



Symonds Street Dental is a modern paperless practice, we invest heavily into our systems and equipment to give our clients the best possible service & experience. It is vitally important that we get any issues we have encounter sorted quickly and efficiently. Vertech provides this **quality support**.

One of the best things about Vertech is there a team good support staff who are **friendly and knowledgeable** available to look after us.

Vertech have been with us for **over 10 years now**, and they are a **great company** to deal with in all facets of IT support.

Andy Grayson | Partner | Symonds Street Dental

Responsive Team and Seamless Migration



Vertech are very responsive to our needs. They answer service calls very quickly and are proactive about suggesting improvements to enhance our system. Our staff love the fact Vertech access our computers remotely to solve issues rather than waiting for someone to appear on site.

Vertech provided a **seamless move to their eFolder cloud storage** solution which gives us easy access to documents 24/7 from anywhere without the need for a troublesome server or VPN.

We definitely haven't regretted our move, all our staff are very happy to work with Vertech and know that when a service call is logged with them it is answered and the **issues are dealt with very quickly**.

Donna Masters | EdenFX HSE Recruitment

Personalized and friendly service!



“Since engaging with Vertech it’s been a great load off our minds knowing that if something goes wrong there is someone competent to call to get tech help quickly & that we are protected from external hackers with the **layers of cybersecurity** systems they’ve added.

Their technical response is prompt and the organization of tickets is excellent so that jobs are followed through on by **their close-knit team** with owner directly involved. They have enough staff that the job can be done, but not so many that the job gets lost or passed around. **Personalized and friendly service!** “

Cliff Hopkins | Managing Director | SHINEON LTD

Complex Dental needs are not foreign to Vertech



I have worked with Daniel and his Team at Vertech at a number of Dental practices. Including some **very high end complex setups**, one of the projects we completed successfully for a customer was the first of its kind not just in NZ but the entire Pacific region.

Over the years I have worked with many different IT contractors and companies but Vertech has been the only one in NZ that not only **understands the pressures of a dental clinic but their skill and knowledge in the IT world is amazing.**

- Dustin Jacobsohn | Henry Schein New Zealand

The Top 5 Reasons Why You'll Want To Outsource Your IT Support To Us:

- ✓ **100% Hack Free CyberSecurity Guarantee for peace of mind** - You depend on your IT systems to deliver so you can deliver for your clients, downtime results in lost reputation and money when orders aren't getting pushed out the door. We're so confident in our security services that we offer a moneyback guarantee and a free recovery if any PC's we have under our comprehensive protection suite get hacked.

- ✓ **Real People on the phone** - We know that when you call for help that last you want is to fight your way through an auto attendant number maze or to leave a voice mail. We know that **responsiveness is critical** for you so we always make sure a human is answering the phone 24x7 so you can get the fastest possible help when you need it most.

- ✓ **Not a One Man Band Outfit** - We recognise that no one person can be everything to everyone all the time so we've **built a team of competent qualified & experienced engineers** to look after our partners. We allocate a primary and backup engineers to every customer but also ensure client documentation is up to date so any of us can jump in and assist.

- ✓ **No Technobabble, No Geek Speak, Jargon or Obscure TLA's (Three Letter Acronyms)** - we listen to your needs and will give you our recommendations in plain english.

- ✓ **Quarterly Business Reviews** - we regularly keep in touch with our clients to make sure we are keeping on track with your business requirements and to let you know of new tech trends your business can take advantage of.