

# Reasons Why Top Gulf Coast Businesses Are BIS Clients

# What Our Customers Are Saying:



**Dr. Ashley Ott**  
Robertsdale  
Eye Care

## I Appreciate That When We Call, Someone Is Easily Available And Comes And Takes Care Of Our Problem Almost Immediately

"IT was a big source of frustration for the previous location I worked, and so far that has not been the case. I am so thankful because I am NOT tech-savvy...and I appreciate that when we call, someone is easily available and comes and takes care of our problem almost immediately."



**John Fitzgerald,**  
Saunders Yachtworks

## THE BIGGEST RESULT WE'VE GOTTEN FROM YOU GUYS IN THE EARLY GOING IS RESPONSIVENESS

"So, we have in the past had to rely upon one person and their development and understanding of the IT field all the challenges and the different advantages of using equipment or updated software. And, it's asking a lot of an individual where as your company [BIS] studies that all the time and it's kind of pushing ideas to us and bringing opportunities to us because of that. So having a company that prides itself on updating customers like ourselves with newer equipment, newer software, newer ways to manage the data, that's been very helpful. So, the biggest result we've gotten from you guys in the early going is responsiveness. You know we have been able to, as we come up with issues, get your guys out here quickly and get things turned around from a negative situation to a position situation."



**Derek Thomas,**  
Thomas Roofing

## I Know That If Something Happens We Have A Backup And BIS Has Put In All Of These Systems That Really Help Us

"Your services have morphed over the years and given us more and more support. I think the biggest thing over the last several years has been the ability for me not to have to get involved in day-to-day IT things. My staff knows to call your people. They can handle the situation and I never get involved. When we worry about a storm coming in or a cyber-attack, I know that if something happens we have a backup and BIS has put in all of these systems that really help us to know if something happens we can get right back up and running with almost all of our data. We're not down long and we're good to go."



**Ryan Shirley,**  
VONA Case  
Management

## It Always Means a Lot to Me to Work Local If We Can

“It always means a lot to me to work local if we can. I came across BIS through Google search actually and interviewed Phillip, one of the owners. We met, talked and discussed everything. We really hit it off and started building the partnership from there. Our people are located all across the country and they work from home. This is our home office [Daphne], but to be able to have access to people that can help us when issues arise and also when we equip a new hire, we’re able to get a computer, get a fax machine, whatever we need. BIS really helps us expedite that process.”



**Diann Payne,**  
Jackson County Civic  
Action Committee

## We Had Some Security Issues We Were Concerned About

“We were having computer issues and problems. Our in-house staff was not addressing our needs. We had some security issues we were concerned about. So, through another partnership with Mississippi Power, their IT person helped us go out for bids and helped us choose BIS. And probably a lot of what we can attribute to our successful partnership with you is because of our IT administrator, Hope. She keeps on top of everything and she has a really good working relationship with the staff at BIS.”



**Bryan Lopez,**  
Orion Engineers  
& Constructors

## It’s a Partnership That Works for Both of Us

“In many cases with the monitoring, y’all are aware of issues before I’m aware. So, y’all let me know and y’all usually have techs on it. So of course, I sleep better at night knowing that. Our downtime is very minimal and being about 120 employees, I can’t even do the math as far as the amount of money that’s saved just not having long downtime. A lot of that we credit to the proactive nature of BIS. It’s a partnership that works with both of us. There’s just not enough hours in a day, so it’s nice to offload some of the deeper IT issues. I’ve never had any problems as far as quick turnaround and IT problems. Usually, within the hour, I get help pretty quick. So, I’ve been really happy with the relationship.”



**Scott McLeod,**  
Brown Financial  
Advisory

## I Wanted to Partner With Someone That I Felt Like Had the Resources to Really Protect Our Clients

“I studied computer science while I was in college. So, I have a pretty good understanding of what happens in the Internet and the dark web and how at risk our clients could be without the adequate protections. So, I wanted to partner with someone that I felt like had the resources to really protect our clients and protect us from the potential for breach. I really appreciate BIS and the resources that they provide us. It provides me a ton of peace of mind and I appreciate the opportunity to work with you guys.”



**Carmen Rockstall,**  
Carson & Co.

## I Am Very Stress-Free With Our Technology

“My employees know when they hit the door that everything is going to be working for them. With y’all’s monitoring, I know before I leave the house if something’s down. I know how to reroute people if that happens. So, it has really helped how we do our business. I am very stress-free with our technology. That’s something I’ve turned over to BIS and it’s something I don’t have to worry about.”



**Paige Walsh,**  
Bayshore Christian  
School

## Since Going with Business Information Solutions, We’ve Had No Crashes

“It’s true, you get what you pay for. We used another company before we contracted with Business Information Solutions and we were NOT treated with any sense of urgency nor did the company bother to get to know us. With BIS, we know they actually appreciate our business. I don’t know where we would be if Business Information Solutions was not monitoring our system or us. Since going with them, we’ve had NO CRASHES.”



**Valerie Shantazio,**  
Distinguished Young  
Women

## We No Longer Have to Worry About Being 'Down' For Hours

"Before Business Information Solutions, our server was being managed by two different individuals at a much cheaper rate. We thought our information was being backed up on a daily basis and it actually was not. When our server crashed, we lost years of documents. We spent many man-hours recreating documents and researching information that had previously been readily available. To us, this was more expensive than overall billing for the service Business Information Solutions provides. With the IT services that Business Information Solutions provides, we no longer have to worry about being 'down' for hours or days with issues. Calls and work orders are responded to very quickly and efficiently."



**Greg Welch,**  
Ashland General  
Agency

## By Allowing Me To Focus On Running My Company, Business Information Solutions Has Actually Made Our Company More Profitable

"Business Information Solutions has saved me both time and money. By managing my network, it frees me up to work on my business which allows me to be more profitable in the long run. Because of the great quality service BIS Office Systems and Business Information Solutions provide Ashland General Agency, I would and have recommended both companies to my colleagues. It's so much easier to have all of our business needs taken care of by one group. We no longer have to decide who we need to call for our printer and network. We can call one company and get everything we need."



**Jason Gebhart,**  
Regal Brown

## Cheaper Is Not Always Better! In Most Cases, It's Actually Worse!

"Cheaper is not always better! In most cases, it's actually worse! You can go use another IT company and probably pay less an hour for tech support, but you won't get the support in as timely a manner as you do with Business Information Solutions. And, you won't get 24 hour monitoring. With 24 monitoring, you get a heads up on potential problems and it allows you to correct the problems before your system goes down. With the 24 hour sentinel monitoring, I can sit back and wait on Business Information Solutions to tell me if something needs to be upgraded or if a backup fails. I'm no longer constantly checking for errors and problems on our network and servers. Instead, it frees up my time to spend doing what I need to do in my day to day business activities!"



**Dr. Jason Northcutt,**  
Robertsdale Dental  
Care

## With The New Replacements, Prompt Service And Extraordinary Care BIS Has Given Us, We're Able To Focus More On Our Patients And Less On Computer Problems

"When I have a patient in the chair and I need to look at his or her x-ray, I don't have time for the computer to act up. I need to be able to access that x-ray immediately. With the new replacements, prompt service and extraordinary care BIS has given us, we're able to focus more on our patients and less on computer problems. I no longer have to worry about my data, network or computers. BIS has made it where I'm not the one having to go around checking each machine to make sure it meets HIPAA laws. That's what I have BIS for!"



**Jim Owen**  
Gulf Shores  
Title Co., Inc.

## Less Downtime Allows Us To Be More Productive

"Before BIS took over managing my network, I was constantly having issues with my technology. There would be long periods of downtime that affected my employees' productivity. Since BIS has stepped in, all the headaches I had in the past are no longer there. BIS takes care of the problem before it ever arises. Since there's no more problems, there's no more downtime. And less downtime allows u to be more productive. All the stress of having to deal with the network and IT issues is off of me because I have full confidence in BIS."



**Laura Wilson,**  
Advanced  
Transmission, Inc.

## The Bitterness Of Poor Quality Remains Long After The Sweetness Of The Low Price Is Forgotten

"Before I partnered with Business Information Solutions, I chose to go with a cheaper company solely because of the cost savings. Their prices changed with every issue we encountered. Onsite work was double the cost and we had to pick up and deliver our own PCs to be repaired. The amount of time I was wasting with this company started to add up and was taking away from the time I could be dedicating to my business. It was downright nuts! Now that BIS has taken over the support of our network, I have ultimate peace of mind which allows me to manage and run my business."



**Jacob Gilmore,**  
Gilmore Services

## Staff Morale Has Gone Up Because I Receive Less Complaints About Our Network

“Over three years ago, I sent out an RFP for an IT partner. While BIS made it into the top two, I ended up choosing another company. However, I grew unhappy with my choice because the IT company didn’t have the depth of technicians that my company needed nor could it meet an acceptable turnaround time when fixing both simple and complex network issues. After attending one of BIS’ luncheons on backup and disaster recovery, I decided to meet with Phillip Long, CEO of Business Information Solutions. I toured the facility, met the technicians and called on references. Every reference had a raving review. So, I felt comfortable choosing BIS. Today, I can sleep better at night knowing we have a good anti-virus, a great backup and our network is secure.”



**Frank Leon,**  
Frank Leon, P.C.

## From My Standpoint As A Small Business Man, Every Minute Counts And I’m Not Losing Any Minutes With BIS

“When dealing with larger service providers, I was usually at the bottom of the totem pole. I would receive unbelievably slow response times. With BIS, there’s no delay in response. If we have a problem, I have someone on the phone who has a solution. Unlike other companies, Phillip Long, CEO of Business Information Solutions, grows his staff as his company grows instead of trying to bring in more profit at the expense of the customer. The immediacy and response time is extraordinary. I can’t image ever having dealt with any other vendor that has handled things so professionally and promptly.”\*

\*Disclaimer: “No representation is made that the quality of the legal services to be performed is greater than the quality of legal services performed by other lawyers.”



**Chad Chupek,**  
Auto Craft  
Collision Center

## We’ve Saved 40-50 Hours Per Month On Inside Labor

“BIS is only a phone call away and a true blessing. It’s freed up my time so I can focus on my business. Not to mention, we’ve saved 40-50 hours per month on inside labor since we no longer have to figure out the problem and learn how to fix it. Financial monthly output and soft costs like downtime have decreased thanks to BIS. When you’ve found the right IT company, it just works. Now, we can focus on repairing vehicles instead of our computer system.”



Getting IT done.

# How to Contact Business Information Solutions

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## About Business Information Solutions

We provide Mobile and Baldwin County businesses with a full IT staff at a fraction of the cost that they would pay a low-level full time IT Manager. Our team eliminates the hassle of dealing with the single knowledge and abilities of a lone "computer guy." What makes us unique is that we have a full staff of expert technicians who proactively manage our customer's computer networks to eliminate many of the headaches using computers to run a business. No other computer service provider in Mobile and Baldwin County can provide as many client success stories as we can.