

“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 be incredibly frustrating and expensive, and could end up costing you in downtime, data loss and expensive repair bills, not to mention the headaches and frustration!

Read this guide and you'll discover:

- ✓ The “dirty little secret” of 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 of which you will need to know about BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
- ✓ 5 mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.



Provided as an educational service by:

Robert Phelps, President

Creative IT

www.creativeit.com

336.310.0772

From The Desk Of: Robert Phelps
President, Creative IT

Dear Colleague,

Choosing a computer support company isn't easy. There is 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 earful 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 that will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not the technician knows 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 and unqualified technicians, to poor management and terrible customer service, we've seen it all...and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a "computer repair expert." **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make sleazy auto repair shops look like the pinnacle of virtue and competence.**

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**



Anyone who can hang out a shingle can promote themselves as a computer expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,

Robert Phelps

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

Customer Service:

Q1: Can you Quickly notify them of a support issue or do you always have to leave a voicemail, or get one person in your company to log into a portal and sent a support request?

Our Answer: We have a proprietary piece of software called Assistant. Assistant allows any employee to quickly contact us with a support need. Our technicians are on call between 9:00 am and 5:00pm. We respond within minutes to your support needs. Why? Because many of our clients do not have the time to stop what they are doing to pick up the phone, log into a website or wait for support. Let's face it every minute your employees are not working is lost revenue and it's incredibly frustrating.

Q2: 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.

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 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 one of our clients had to say:



(millions

Keela Johnson
Owner, Forsyth
Women
Magazine

"We recently updated our computers and the team at Creative IT made the transition virtually seamless. They were responsive, able to answer our

of) questions, friendly, and professional. We live and breathe by our computers and the idea of transitioning was, in a word, daunting. But they calmed our nerves and we were thrilled with the timeliness of the whole process."

Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?

Our Answer: We conduct yearly, quarterly or monthly review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

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



Our Answer: We provide a custom portal that shows 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 general liability insurance as well as workers' compensation insurance to protect YOU?

Our Answer: Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation — and don't be shy about asking to see their latest insurance policies!

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q7: Do they guarantee to complete projects on time and on budget?

Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free rein to nickel-and-dime you as well as take as much time as they want completing a project.

Maintenance Of Your Network:

Q8: Do they insist on remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes; our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

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

Our Answer: Every month our clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user

information, hardware inventory, etc., or are they the only person with the “keys to the kingdom”?

Our Answer: All clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

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

Q11: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

Our Answer: Yes; and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

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

Our Answer: Our “all-inclusive” support plan is just that — all-inclusive. One of the more popular service plans offered by consulting firms today is an “all-inclusive” or “all-you-can-eat” managed services plan. These are actually a good thing because they'll save you a lot of money in the long run. HOWEVER, make sure you REALLY understand what is and isn't included. Some things to consider are:

- Is phone/e-mail help desk included, or extra?
- What about adding/removing users?
- What about 3rd party software support? (We recommend that this IS included).
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Do they offer a money-back guarantee?
- If the hardware and software is included, what happens if you cancel the contract?
- Is offsite backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about onsite support calls? Or support to remote offices?
- Is hardware procurement included?
- What about research and development?

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?

Our Answer: I would never allow any business these days to use tape backups because they are incredibly unreliable. We protect our clients through the 3-2-1 steps of backup. 3



copies of your data, 2 on-site, at least 1 off-site. A good amount of our clients have multiple off-site backups as well.

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

Our Answer: We perform regular “fire drills” and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to “test” a backup is when you desperately need it.

Q15: Do they insist on backing up your network BEFORE performing any type of project or upgrade?

Our Answer: We do, and that’s simply as a precaution in case a hardware failure or software glitch causes a major problem.

Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable 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:

Q17: Is their help-desk U.S.-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and 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 ongoing training — or are they learning on your dime?

Our Answer: Any technician working on your network should be up to date on the vendor certifications on your network (i.e. Microsoft, Apple, Cisco, etc.). Our experience is that the vast majority of technicians out there these days are woefully undertrained.

Q19: Do they have Expert Apple and Microsoft technician teams, or generalists?

Our Answer: We have experts. Our teams of Apple and Microsoft experts are not only extremely knowledgeable but only have to focus on their specific technologies. Why is this important? You don’t want technicians who “kind of” know what they are doing on your network, this spells disaster. Imagine going to a general practitioner for heart surgery, he is a doctor right? You wouldn’t trust your health to just anyone, why trust your business technology?

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

Our Answer: We own the problems with all lines 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”?

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.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn't need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to never have encountered a major disaster; but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network.
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam filter installation and updates
- Spyware/Malware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed
- Ransomware monitoring and prevention

Your computer network is 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 disconnect a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to over \$275 to fix it!

2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.
3. They could do MORE damage, costing you more money and downtime.

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

We take the view that most people want value for their 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 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 able to stay in business for over 5 years and have dozens of customers who've been with us that entire time.

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 that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone.

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway -- they give you a fixed flat rate. Here's why...

One of the easiest ways to take advantage of a customer is to get them to agree to a time and materials repair. Unless you know what's wrong and how long it should take, they can soak you on the fees. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a flat-rate, fixed fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

5 More Mistakes To Avoid When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what

your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.

2. **Choosing a computer consultant that doesn't have a written money-back guarantee.** In our view, a good consulting firm should be accountable for their services and fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the, "We don't offer one because people will take advantage of us," routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. Are there a few unethical folks out there? Of course, but they are the minority, and we would rather bite the bullet on the very few dishonest folks so we can gain the trust and confidence of the majority of clients who just want their problems fixed fast and fixed right.

3. **Choosing a computer consultant without speaking to several of 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 to you in size and scope. 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 Age. 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 on-site; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.
5. **Choosing a computer consultant who doesn't have teams certified in your company's technology.** When you work in a mixed environment of technology (Apple and Windows) most computer consultants really truly know one technology. In our experience they treat the other like a red headed step child, not monitoring, updating, or truly supporting it. Having a computer consultant who has teams of certified experts (no one person can be an expert in both technologies) is the only real solution.

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 in providing this information was to help you make an informed decision and avoid getting burned by the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE Network Health Check and Diagnosis. This is, of course, provided for free, with no obligations and no expectations on our part. I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously we can't help everyone, and our services might not be a good fit for you. Conducting this Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

The Team at Creative IT
Phone: 336.310.0772
Web: www.creativeit.com

FREE Network Health Check For All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE Network Health Check and Diagnosis (\$697 value). During this health check we will perform a comprehensive **15** of your entire network to look for potential problems, security loopholes, spyware and other

hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

We will:

- ✓ Diagnose any ongoing problems or concerns you have with the computers on your network.
- ✓ Check your system backups to make sure they are not corrupted and can be recovered in case of an emergency.
- ✓ Review your network configuration and peripheral devices to ensure that you are getting the maximum performance and speed from your machines.
- ✓ Review your server to look for looming problems or conflicts that can cause unexpected downtime.
- ✓ Discuss security procedures and process to help create a full proof disaster recovery plan.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can – undetected – gain access to 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, more unstable and susceptible to viruses, spyware and hackers.

Tape backups have a failure rate of 100% – that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

How To Request Your FREE IT Health Check:

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

1. You have to at least have a server and 5 workstations.

Our services and advice work best for companies that have at least one server and 5 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: 336-310-0277.

2. You must be the owner of the business.

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

3. You must have an open mind and be willing to listen.
Come to the meeting with a positive attitude and an open mind to really engage with us. If you won't at least consider our recommendations, we can't help you.

Step 1: Go to the website below to complete our IT Analysis Questionnaire. Don't worry, it's simple and unobtrusive; if you don't know the answers to certain questions, just put "I don't know" as your answer:

www.creativeit.com/itsurvey

Step 2: Once we receive your application and have reviewed it, we will call you and set up a time for us to meet.

Read On To Hear What Our Clients Have To Say:

Warning: You Will Be Sorry You Did Not Hire Them!!

Our company cannot live without Creative IT, we have come to rely on them for everything. I am happy to write their checks!!! We have never waited more than 3 minutes to get a response from Creative IT to an issue we are having, and they are out here pronto! Since we have become so reliant on this great team, we make no IT decisions without them, right down to software changes. They come to vendor meetings, ask questions we would never know to ask, and then work hand in hand with these vendors. In the end, our company, a 20 person Graphic Design firm, recommends Creative IT whole heartedly.



Barbara Hutcherson
Builders Art & Graphics

They Save Us Money, Time, And Prevent Business Interruptions.

Creative IT truly stands out against our previous providers in four ways: they fix any issues quickly; they are extremely responsive and available; they explain problems well in layman's terms; they all have a very high level of expertise. Not only have they saved us a lot of time internally, getting issues solved quickly and correctly is invaluable when the business depends on functioning systems. Plus, they are very friendly and customer-service oriented, so our employees can work with them directly whenever they like easily. Their 24/7 monitoring is critical. If we lose our files or go down in a system crash, that could really hurt our business. In the past, we have had a variety of "ad-hoc" monitoring and virus protection programs. A number of different problems always seemed to periodically come up, about 6 times a year on average, and then you had the expense of having an IT person come to troubleshoot. Since we switched over to Creative IT, we maybe have had one virus, which Creative IT fixed remotely in about 10 minutes. Again, I think in the long run, this is saving us money, and it's certainly saved us time and hassle and reduced business interruptions.



Matt Mullen
Ethos | Creative Group

We Couldn't Be Happier With Creative IT - Best Money We Spend!

Creative IT is the third IT Mac Support company we have tried. The first 2 were perceived as being a bit less expensive in the front end, but both turned out to be significantly more in wasted productivity time when systems were down or when we had to wait to receive service. Most of the time our needs were not fully met even after all the wait and unsuccessful attempts.

Since we started using Creative IT we have had minimal system problems. And in the few times we've experienced computer glitches, they were 100% caused by us. Even so, Creative IT has been there instantly, remotely or in person as appropriate, and resolved our issues. Their techs are knowledgeable and professional. They listen to our needs and provide the services we require (even when we don't know exactly what that is). They provide all of our upgrades and they ensure our computers are always in working order, so that we can focus on what we do best - provide interior design services to our clients, without frustration and without our staff having to sit around and be unproductive.



Marta Mitchell
Marta Mitchell Interiors