Cliff Gormley

TWENTY ONE QUESTIONS YOU MUST ASK BEFORE HIRING A COMPUTER CONSULTANT

Twenty-One Questions You Must Ask Before Hiring a Computer Consultant

CLIFF GORMLEY

"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 You Company's Network

Choosing the wrong computer consultant to support your network can not only be incredibly frustrating and expensive, but could end up costing you in downtime, data loss, and expensive repair bills; not to mention 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 you will need to know BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware, and hackers: What you need to know to protect yourself.
- ✓ 5 Mistakes to avoid when choosing a computer consultant.
- ✓ Why "cheap" or "lowest price" computer repair 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:
Clifford Gormley, Owner
Tekfix
888-9-TEKFIX
 www.tekfix.net

SEE SOME OF OUR TESTIMONIALS STARTING AT PAGE 47

A Letter from the Author

From The Desk of Clifford Gormley
Owner, Tekfix

Dear Colleague,

Choosing a computer support company isn't easy. There are no shortages of horror stories about incompetent computer repair "gurus" bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an ear-full of the unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know what they are doing. Sometimes this is out of greed for your money; but more often it's simply because they don't have the skills and competency to do the job right, <u>but won't tell you that up front</u>. From misleading information, unqualified technicians, poor management and terrible customer service, we've seen it all…and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

<div align="center">

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

</div>

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 the 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 unethical or incompetence of some companies and technicians.

Dedicated to serving you,

[signature: Clifford T. Gormley]

About the Author

Cliff Gormley is the owner of Tekfix, an I.T. Established in 2003, Tekfix provides computer support and network support for the following vertical industries:

- Libraries
- Local Government
- Dental Offices
- K-12 schools
- Medical
- Manufacturing
- Foodbanks
- And Others

Some of our biggest clients include Avaya phone systems, AIG Insurance, Jet Blue, and Synchrony Bank (Amazon's bank).

Tekfix is a Cisco partner that has achieved Cisco-Certified 'Select' status.

Cliff graduated #1 in his class with a Bachelor of Science in Industrial Technology and with a minor in Computer Science from the University of Lowell, Massachusetts. He has 21 years of I.T. experience. He has also held Secret Clearances for military projects that he has worked on for the United States.

Cliff holds several high-level certifications in Microsoft, Cisco, and Palo Alto Networks (cyber-security.

He enjoys racing dirt bikes in his spare time. He also enjoys whitewater kayaking when he gets the opportunity.

Chapter 1

21 Questions You Should Ask Your Computer Consultant before Hiring Them to Support Your Network

Customer Service:

Q1: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back?

Our Answer: We answer our phones live 24x7 for '24x7' contracts and live from 8:00 a.m. to 5:00 p.m. for 'day' contracts. We give all 'day' clients an emergency after-hours number they may call if a problem arises, including weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it to be the most productive time they have. If they cannot access their computer network and can't get hold of anyone to help them, it's incredibly frustrating.

We guarantee that your phone call will be answered within 2 minutes; and 95% of these calls are worked on right away!


"This is a story about Rip Van Winkle,
a man who called tech support and
was put on hold for 100 years!"

Q2: Do they have a written, guaranteed response time for your incoming phone calls?

Our Answer: We guarantee that your phone call will be answered within 2 minutes; and 95% of these calls are worked on right away!

95% of our work can be done remotely!

<u>Onsite</u> response times will vary by client based on their geographical location.

"We're seeing a significant drop in customer complaints since we stopped answering our phones."

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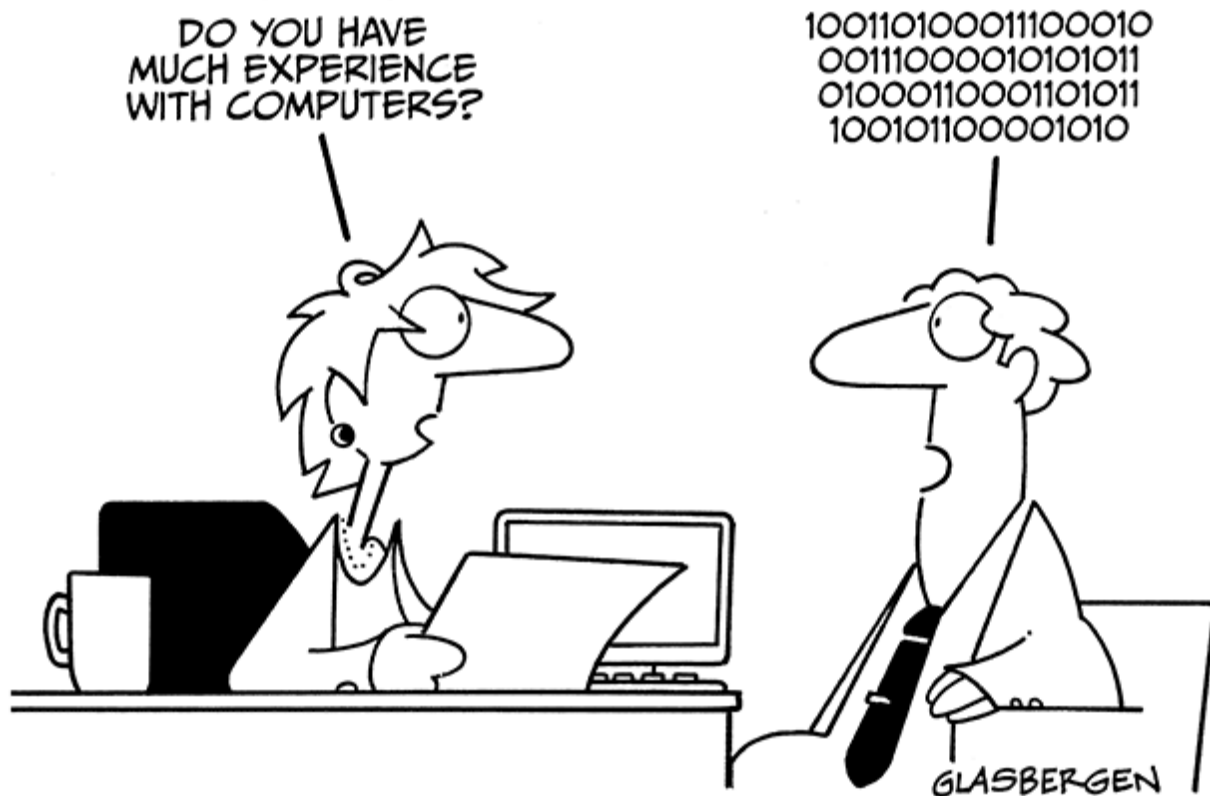
Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?

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

Here is an example of only one of our many report pages we present during our scheduled review meetings:

Overall Score

	Desktops		Servers	
	Metric	**Score**	**Metric**	**Score**
96 **Excellent**	Antivirus	72	Antivirus	88
	Disk Space	100	Availability	100
	Malware	96	CPU Utilization	100
	Security Patches	100	Disk Utilization	100
	Temporary Files	92	Memory Utilization	100
	Warranty	38	Security Patches	100
			Warranty	0

Services Summary

- System Management
  - 13 Desktops
  - 4 Servers
  - 0 Mobile Devices
  - 0 Switches
- Antivirus definitions are up to date on 16 out of 17 machines.
- Removed 1 instances of Malware files and programs from desktops.
- Removed 7.2 GB of temporary files from desktops.
- Installed 42 Microsoft Windows security patch updates across the environment. 0 updates are under review.
- 1 new service request tickets were opened, 1 tickets were resolved and closed.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?
Our Answer: We provide detailed invoices that show what work was done to the minute, 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.

Below is an example of one of our detailed Time Entries. You can see all the detail we provide. Names have been changed to maintain confidentiality.
All Time Entries appear on our invoices.

Worked: 02/20/2013 10:01 AM - 12:43 PM

Arrived onsite.

Preliminary Discussion with John Simpson:
Discussed option to back up to L.A.
No Carbonite or other 3rd party backup solutions are allowed because of the proprietariness of the data at Company X.
Michael loses drive mappings intermittently.
He says they are saving data locally and then copying to MyDocuments to server (they may be using Folder Redirection with Synchronization).
Michael wants to ensure that WSUS is working.
Michael thinks they are doing DNS over the T1 to L.A.

I logged into server \\serverthree
ipconfig\all:
Hostname: serverthree
Primary DNS Suffix: network.loc
DNS Suffix Search List: network.loc
ip: 78.21.171.38
dm: 255.255.255.0
dg: 78.21.171.254
d1: 28.25.7.23 <-This is in L.A. over the T1
d2: 28.25.253.194
d3. 4.2.2.1
d4. 4.2.2.2

NCPA.CPL:
Summary: -Local Area Connection: network..oc
(this is the only LAN conn).
Register Conn. Suffix in DNS is checked.

NSLOOKUP:
Default Server: server1
Address: 28. 25.7.23

tracert:28.25.66.23
1 1ms tbd-gw.rrr.com-68.281.71.254
2 15ms pn-gw.rrr.com 88.25.27.61
3 16ms dns-zzz.xxxcom-228.35.7.23

Ping www.yahoo.com
1 Rqst timed out
2 194 ms
3 354 ms
4 440 ms
5 423 ms
6 737 ms
7 758 ms
8 858 ms
9 860 ms
10 819 ms
....

Server is only running a 32-bit O/S.
This is probably because the hardware does not support 64-bit.

There is no defragmentation required.

Checked Windows Updates.
-Most Recent Update: "yesterday at 8:05pm"
-Updates were installed 2/13/2013 @ 6:04pm
Only 2 optional updates were left: 1) Windows Live Essentials and 2) LSI Corp. Storage. Dell SaS 5i/r Adapter

Note: Mike said the servers are 4 to 6 years old.

Task Manager:
-Only 2Gb of Memory
-60% of physical memory is being used.

SQL Server is running on this server (cpu-intensive application).
It is taking 200M Commit Charge of memory.
This is the PID which is taking the most memory.

RAID;
\\-serverone is running software RAID1
* Software Raid is much slower than hardware RAID
Disk 0 and Disk 1 are the Raid1 disks.
They are presented as Drive F:
They have adequate capacity of 150GB
They have adequate free disk space of 86% (129GB)
C: drive has adequate capacity of 465GB and 87% free.

NOTE: LogmeIn is installed on \\uscsacto-b

Checked WSUS.
\\serverthree is running WSUS.
It has the most recent updates and is running properly, but the WSUS client computers have not received any updates since 11/19/2012.
There are 19 computers that need WSUS updates.
"20 computers have not reported stauts for more than 30 days."

I discussed how to resolve the latency issues for companyx.
All of the DNS queries are being made out over the T1 to the L.A. DNS Server: 28.25.7.23
If the T1 pipe is full, the DNS queries could take a very long time (over 1 second) or even time out!
There are a few options to rectify this:
1. Provide Quality of Service (QoS) on the T1. This could be configured to prioritize DNS traffic over all other traffic (such as FTP, file downloads, web browsing, etc).

NOTE: A simple FTP download easily maximizes the bandwidth on the T1, preventing the passing of any other traffic.

2. Provide a network-local DNS Server that acts as a DNS Caching Server. This server would basically be set up as the DNS server for DNS Client computers. Any DNS queries would query this local DNS server first; if this server did not have the name-to-ip mapping in its cache, it would forward the query to L.A.

I confirmed that \\serverthree has the correct Time (Time issue can affect active directory and authentication).

Physical Connectivity:
1. Local LAN <-> Local LAN: Less than 1ms pings. This is good.
2. Local LAN <-> L.A. over T1: 15ms. This is normal over a T1
3. Local LAN <-> Internet> Average over 500ms (between 1/2 second and 1 full second). This is slow.

Anti-Virus:
-\\serverthree is running Sophos Endpoint Protection, and is working properly.
-"On-Access" scanning is enabled. This should be looked at later, as real-time scanning can cause delays. The first thing to do though is to either provide QoS on the T1 and/or set up a local DNS server.

Summary:

The network is experience intermittent latency, which is evidenced by loss of drive mappings and slow login times.

DNS resolution. The most likely culprit is slow DNS resolution. The DNS server(s) exists in L.A. All companyx DNS queries must be done over the T1 (1.544Mbps) to L.A. If this T1 is congested, DNS queries will be very slow, and some may actually fail.
Without DNS, clients may not be able to identify which server(s) is the domain controller, and thus will not be able to login to the domain.
Without DNS, name resolution to the server that is hosting file shares will fail, and thus drive mappings will fail.

1. Set up a local DNS server that can cache dns queries.
2. Set up QoS on the T1 to prioritize DNS traffic over the T1
3. Configure rate-limiting on the USC firewall to prevent FTP and other protocols from utilizing the entire bandwidth of the T1

Replace the two domain controllers with a new server.
The current servers are only running 2GB of ram.
\\uscsacto-b is running software raid, which is very slow compared to hardware raid.
The current servers are only running at 32-bits. A new server will provide hardware that will run a 64-bit operating system.

Fix WSUS. Clients have not used WSUS server for over 30 days.

Keep an eye on 'On-Access Scanning", which can slow down access to \\uscsacto-b

"We found the accounting error. Somebody printed all the zeroes upside down."

Q6: Do they have adequate errors and omissions insurance and general liability 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 are is adequately insured with both errors and omissions insurance and general liability insurance– and don't be shy about asking to see their latest insurance policies!

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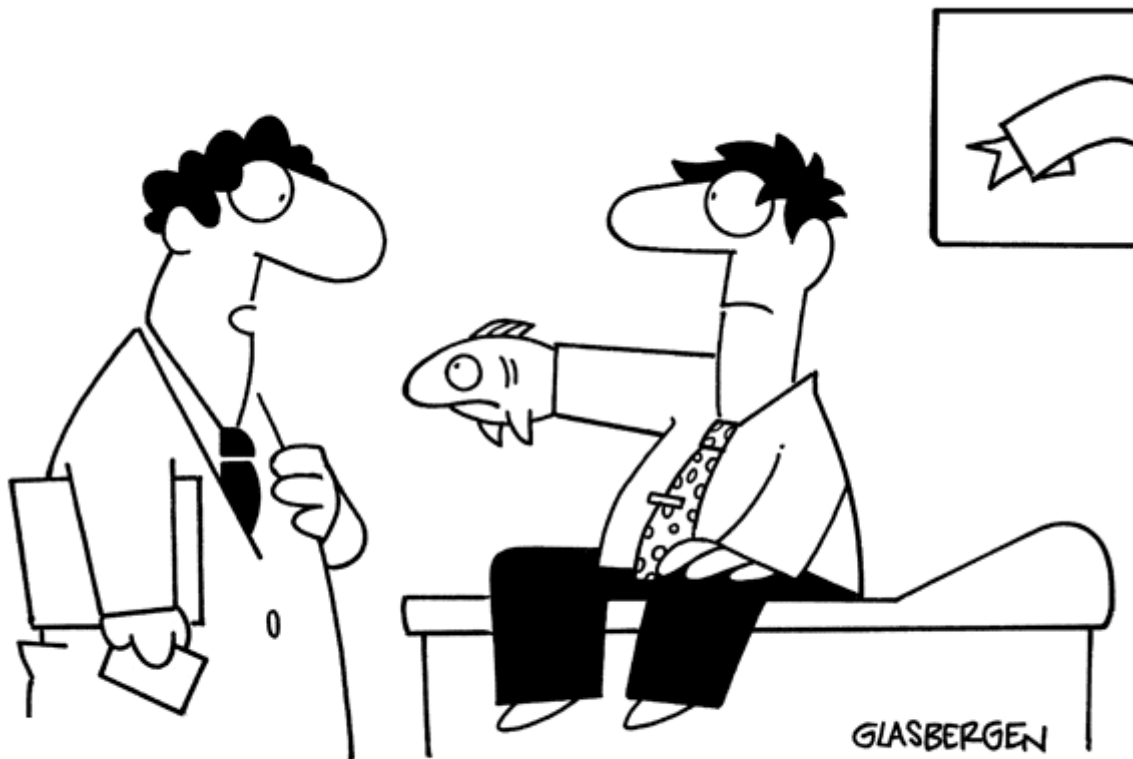
"Carp tunnel syndrome."

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

Our Answer: All <u>projects</u> 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 reign to nickel and dime you as well as take as much time as needed on completing a project.

Maintenance Of Your Network:

Q8: Do they insist on remotely monitoring your network 24x7x356 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.

Here is an example of a NOC screen we use to monitor client networks

| Desktop	Friendly Name	Logged On User	Operating System	Available	Antivirus	Malwarebytes Definition Status	Free Disk Space	S.M.A.R.T	A.M.T	Security Updates	Critical Updates	Third Party Patch
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🔴	🔴	🟢
			Windows 7 Home Premium 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Microsoft Windows XP 5.1	🟢	🔴	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 8 6.2	🟢	🟢	🟢	🟢	🟢	⚪	🔵	🟢	🔴
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🔴	🔴	🟢
			Microsoft Windows XP 5.1	🔴	🟢	🟢	🟢	⚪	⚪	🟢	🟢	🔴
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🔴	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🔴	🟢	🟢	🟢	⚪	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢
			Windows 7 Professional 6.1	🟢	🟢	🟢	🟢	🟢	⚪	🟢	🟢	🟢

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

Our Answer: Every quarter (or any time a client requests it) 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.).

Here is an example of only one of our MANY report pages:
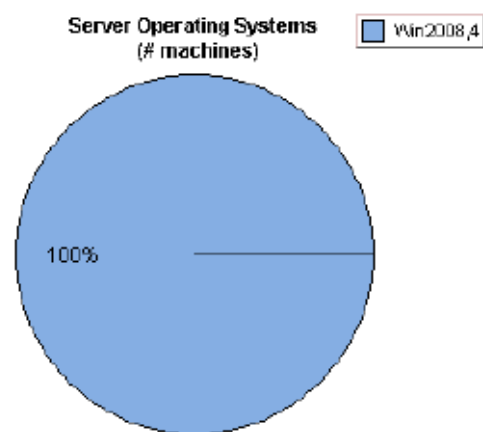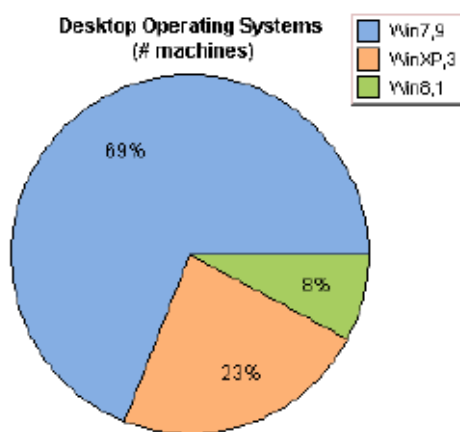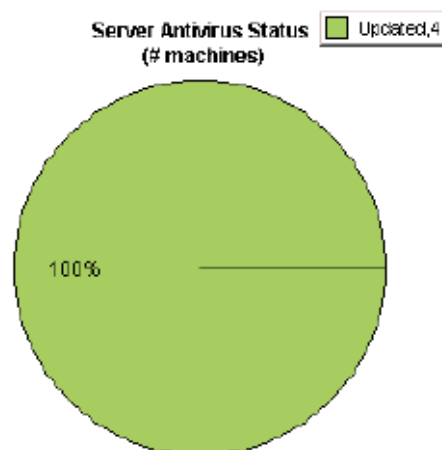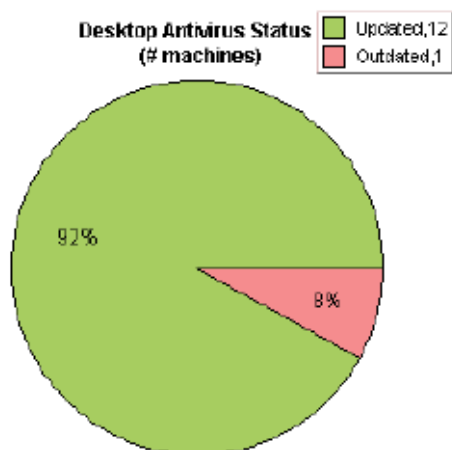
Q10: Is it standard procedure for them to provide you with written, network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom?"

Our Answer: All clients receive this in written and electronic form. We also perform scheduled updates 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!

This is an excerpt from one of our MANY reports.

System Name	Friendly Name	IPAddress	Last Check Date	Operating System	System Type	Serial Number	Installation Date	Type	Model
▮		192.168.1.152	10/10/2013 0:27	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	55041-OEM-8992671-00437	6/20/2011 13:08	Member Workstation	0851A11
▮		192.168.1.152	10/10/2013 0:27	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	55041-OEM-8992671-00437	6/20/2011 13:08	Member Workstation	0851A11
▮	▮	192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮	▮	192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮	▮	192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮		192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮		192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮		192.168.1.51	10/10/2013 0:27	Microsoft Windows 7 Home Premium (Service Pack 1)	x64-based PC	00359-OEM-8992687-00010	3/9/2011 3:30	Standalone Workstation	p6710f
▮	▮	192.168.1.56	10/10/2013 0:06	Microsoft Windows 7 Professional (Service Pack 1)	X86-based PC	00371-OEM-0635025-58213	2/15/2013 11:08	Member Workstation	OptiPlex 755
▮	▮	192.168.1.69	10/10/2013 0:28	Microsoft Windows XP Professional (Service Pack 3)	X86-based PC	76487-OEM-0011903-00102	5/29/2008 12:18	Member Workstation	OptiPlex 745
▮		192.168.0.100	10/10/2013 0:27	Microsoft Windows 8 Pro with Media Center ( )	x64-based PC	00180-90011-41518-AB463	5/30/2013 12:51	Standalone Workstation	h8-1534
▮	▮	192.168.0.100	10/10/2013 0:27	Microsoft Windows 8 Pro with Media Center ( )	x64-based PC	00180-90011-41518-AB463	5/30/2013 12:51	Standalone Workstation	h8-1534
J▮	▮	192.168.0.100	10/10/2013 0:27	Microsoft Windows 8 Pro with Media Center ( )	x64-based PC	00180-90011-41518-AB463	5/30/2013 12:51	Standalone Workstation	h8-1534
J▮	▮	192.168.0.100	10/10/2013 0:27	Microsoft Windows 8 Pro with Media Center ( )	x64-based PC	00180-90011-41518-AB463	5/30/2013 12:51	Standalone Workstation	h8-1534
▮	▮	192.168.0.100	10/10/2013 0:27	Microsoft Windows 8 Pro with Media Center ( )	x64-based PC	00180-90011-41518-AB463	5/30/2013 12:51	Standalone Workstation	h8-1534
▮	▮	192.168.1.62	10/10/2013 0:25	Microsoft Windows 7 Professional (Service Pack 1)	X86-based PC	55041-005-4641587-86684	12/14/2010 12:27	Member Workstation	Vostro 200
▮	▮	192.168.1.62	10/10/2013 0:25	Microsoft Windows 7 Professional (Service Pack 1)	X86-based PC	55041-005-4641587-86684	12/14/2010 12:27	Member Workstation	Vostro 200
L▮		192.168.1.66	10/10/2013 1:19	Microsoft Windows XP Professional (Service Pack 2)	X86-based PC	76487-OEM-0011903-00102	6/3/2009 15:03	Member Workstation	Precision WorkSta
▮	▮	192.168.1.72	10/10/2013 0:22	Microsoft Windows 7 Professional (Service Pack 1)	X86-based PC	55041-005-4641587-86165	10/11/2010 15:15	Member Workstation	OptiPlex 580
I▮	▮	192.168.1.50	10/10/2013 0:11	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	00371-OEM-8992671-00524	7/26/2011 11:45	Member Workstation	OptiPlex 780
▮	▮	192.168.1.99	10/10/2013 0:15	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	00371-618-9141132-85629	7/15/2011 5:42	Member Workstation	p7-1010
▮	▮	192.168.1.99	10/10/2013 0:15	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	00371-618-9141132-85629	7/15/2011 5:42	Member Workstation	p7-1010
▮	▮	192.168.1.99	10/10/2013 0:15	Microsoft Windows 7 Professional (Service Pack 1)	x64-based PC	00371-618-9141132-85629	7/15/2011 5:42	Member Workstation	p7-1010

◄ ► ►| Asset_TechnicalSystemInfo ⁄ ✷ ⁄

"I've done my best to make your user name and password as secure as possible...but you still move your lips when you type!"

Q11: Do they have other technicians on staff that 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.

All work is documented in detail, so other techs can refer to previous tickets for reference. This speeds up the time to repair any issues.

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" Platinum 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?
- What about onsite support calls? Or support to remote offices?

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: We do not allow our clients to use tape backups because they are incredibly unreliable. We make sure all of our clients have automated offsite backups because if something like storage/server theft, or other damage such as fire or flood, occur, you don't have to worry because your data will be automatically backed up to an offsite location.

Our Disaster Recovery procedure requires an onsite appliance. This procedure will allow you to restore an entire server with its:

1. Operating System
2. Installed Applications
3. AND Data

….in typically less than 8 hours (vs. days if just the data is backed up, and the operating system has to be reinstalled and all the applications have to be reinstalled.)

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

Our Answer: We perform initial and subsequent annual "fire drills" and perform a test restore 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.

"I keep our secure files in a coffee can buried behind the office. You can't hack into that with a computer!"

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?

Our Answer: All of our 'backup' clients receive a simple disaster recovery plan for their data and network. We create a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.


"My boyfriend and I aren't ready to move in together, but we've started keeping our data on the same cloud."

Technical Expertise And Support:

Q17: Is their help-desk US-based or outsourced to an overseas company?

Our Answer: We provide our own U.S.-based 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. Our help desk is educated on your network, logins, special applications etc. as part of the initial setup process, so they are familiar with your network before you even call them!
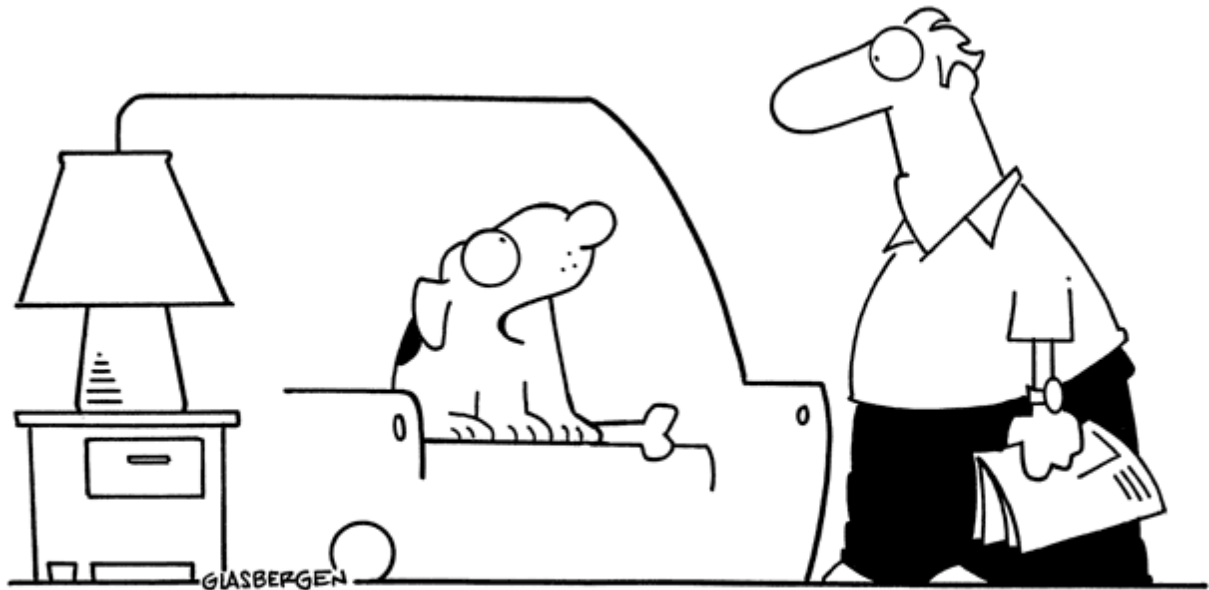
"I've outsourced my job to a dog overseas
who will be your companion via web cam."

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

Our Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support. Our engineers are Microsoft Certified. And in addition, Tekfix has the most skilled network engineers with Cisco Certifications (CCNA, CCNP, CCIE). Plus, our hiring process is so stringent, 80% of the technicians who we interview don't make it through (guess who's hiring them?)


"It's the latest innovation in office safety.
When your computer crashes, an air bag is activated
so you won't bang your head in frustration."

Q19: Do their technicians arrive on time and dress 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. We believe these are minimum requirements for delivering a professional service.

If a contractor does not heed our dress, ethics, and professionalism codes, they are let go.

FITTING ROOMS ➡

"I don't want to conquer the world,
I just want to intimidate my computer!"
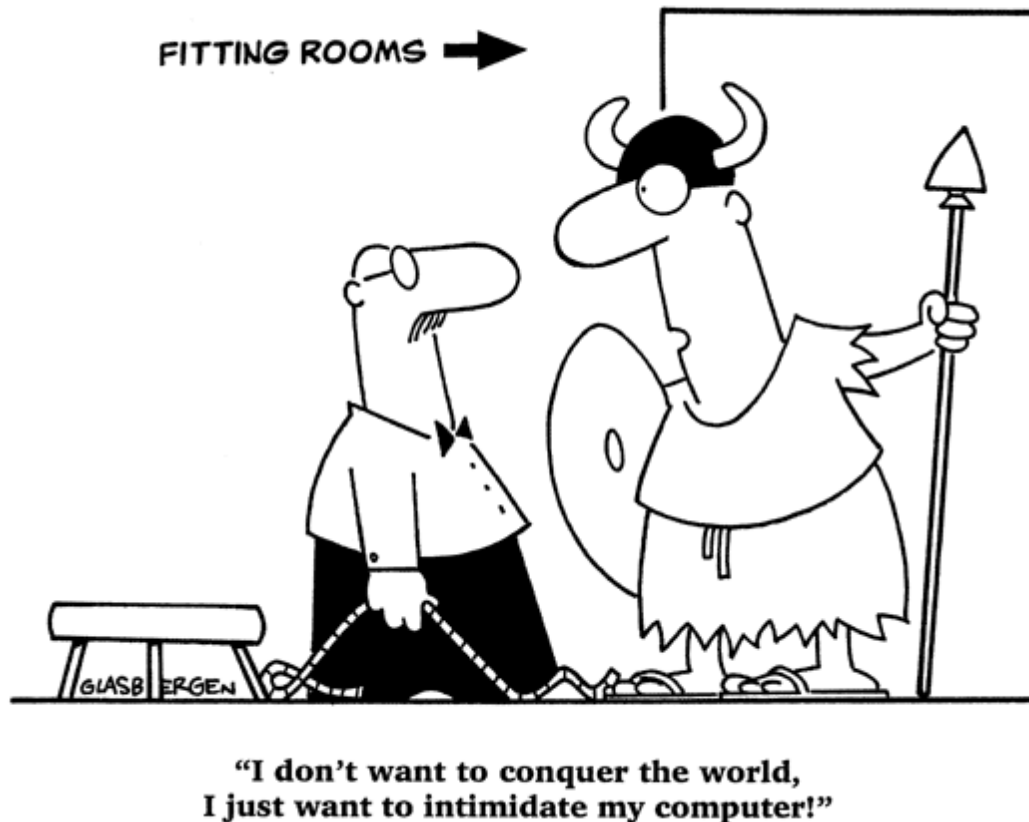
Q20: Are they familiar with (and can they support) your unique line of business applications?

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.

"I'M THE COMPUTER FAIRY. TECHNICAL SUPPORT SENDS ME TO FIX THE WORST PROBLEMS."

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.

"I wish I could be more helpful, but when we give good customer service, it just confuses people."

Chapter 2

**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 detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Just like a car, if you don't change the oil, replace the filter, rotate the tires, 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!

"For this part, I credit hard work, ingenuity and perseverance. The other part, I blame on gravity."

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.

"Install a patch for the update of the new version.
If that doesn't work, install the new version of
the update for the patch. If all else fails, install
a patch for the new version of the update."

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 <u>because they are in high demand</u> just like every other professional service category. The only technicians that will work cheap are those that are just starting out, 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 <u>don't have to pay them at all</u> – but what you don't realize is than an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which mean 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 machines?

We take the view that most people want value for money and simply want the job done right. **You will find that we are not the cheapest, but we don't apologize for that**. As the owner, I decided a long time ago that I would rather explain our higher rates one time than to make excuses for pooer service forever. **That said, weren't 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 10 years.

Misconception #4: An honest computer support company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all was needed was a simple cable being plugged in. If someone brought that to us, we would just plug it back in and not charge them; but without seeing the machine, we could have never diagnosed that over the phone.

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

We offer Managed Service Plans which are billed monthly, so you always pay the same amount per month based on the quantity of computers you have.

COMPUTER REPAIRS

"Your bluetooth needs root canal."
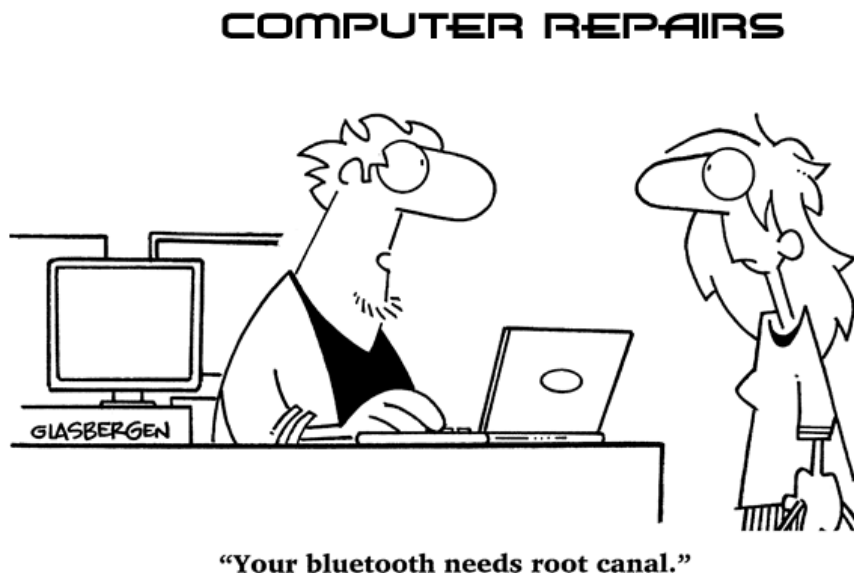
Chapter 3

5 Mistakes to Avoid
When Choosing a Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a <u>written</u> proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an 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.

"Your operating system was installed on April 25th, which makes your computer a Taurus. As a Pisces, you're bound to have conflicts."

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

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

3. **Choosing a computer consultant without speaking to several of their current clients**. Check their references! Don't just take the sales guy's word that they are good; ask to speak to at least 3 or 4 clients that are similar in size and scope to you. If they hesitate or cannot provide you with references, don't trust them!

   Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference;again, a warning sign.

   See our testimonials at the end of this book.

"The identity I stole was a fake!
Boy, you just can't trust people these days!"

4. **Choosing a computer consultant who cannot remotely monitor, update and support your network**. In this day and age, a computer consultant who doesn't do this is living in the stone ages. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come onsite; but remote monitoring and repairs make fixing problems faster for you and helps avoid problems from cropping up in the first place.

5. **Choosing a computer consultant who isn't familiar with our particular niches.**

Dental and Medical	Our HIPAA experience ensures all your data is secure. Managed Service Plans
Libraries and their systems	Envisionware, PC Reservation4.x, LPTOne, DeepFreeze, Koha, ILS. Managed Service Plans,
Local Government agencies	Managed Service Plans, Cisco projects, Microsoft Projects
K-12	Our background in K-12 assures you that we know how to provide the best support for you. Managed Service Plans,
Manufacturing	
Lawyers	

A Final Word…

I hope you have found this Guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose of providing this information was to help you make an informed decision and avoid getting burned by the many incompetent firms offering these services.

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

Below you will find information on how to request a FREE Network Health Check ($297 value) 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. 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 Tekfix
   Phone: 888-9-TEKFIX
   Web: www.tekfix.net

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 ($297 value). During this health check we will perform a comprehensive 30-point checklist 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:
- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for hidden spyware, malware, and viruses.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings
- ✓ Check the integrity of your server and workstations hardware (Side Note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?)
- ✓ Audit your virus definitions and protection
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ 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 access your network–undetected—to access and remotely control your network, corrupt your data, and use your network as a conduit for spreading spam, viruses, and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance, and security. Ignore them and your system will get progressively slower, unstable, and susceptible to viruses, spyware, and hackers.

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

How To Request Your FREE Network Health Check:

Email: **sales@tekfix.net**
Phone: **888-9-TEKFIX**
Fill in this online form: http://www.tekfix.net/contact/

Tekfix

THIS IS A CERTIFICATE FOR A

Free Network Health Check

Please contact us to arrange an appointment:

888-983-5349
sales@tekfix.net

TESTIMONIALS

Below

↓

5800 Foodlink Street
Sacramento, CA 95828
Toll Free: 1-800-283-9000
Fax: (916) 387-7046
info@cafoodlink.org

Non-Profit Discovers How to Dramatically Lower IT Support Costs

California Emergency Foodlink, Sacramento County's Official Food Bank, was founded in 1992 with the mission of finding sensible solutions to hunger that effectively address its root causes: poverty and joblessness. To accomplish its mission, Foodlink has implemented a mission strategy of building better communities by providing jobs, preventing hunger and training for the future.

At no charge to recipient agencies, Foodlink delivers more than 120 million pounds of food per year throughout California. Foodlink delivers government commodities from The Emergency Food Assistance Program (TEFAP) as well as fresh produce collected under the state-wide agricultural food rescue program, Donate-Don't Dump (DDD).

With a mission that important, they cannot afford to spend their time and money fixing computer problems.

That's why they decided to call on Tekfix for assistance. Foodlink's network, workstations and servers were aging. The network was not centrally managed, and they needed to upgrade both their accounting and inventory software.

To solve these problems, Tekfix recommended new Windows servers and new workstations. This would allow Foodlink to upgrade the new accounting and database software on redundant, high-performance servers.

"We wanted a company that not only **understood our business**, but that would also be **easy to work with** on a daily basis. *We don't have a dedicated IT staff here*, and we needed experts who could get the job done with minimum downtime (**there was NO downtime during these complicated projects!!!)** ", said John Healey, CEO of California Emergency Foodlink. "We chose Tekfix because they clearly stood out as **the most competent vendor for food banks** and the software and processes they use. They had excellent credentials, multiple client references, and their proposal was very detailed and thorough. This gave us greater confidence that they truly understood our business and what we needed."

"We were also very impressed with the process they proposed for designing and implementing our system and upgrade projects, which included interviews with committee and the staff that would be using the system. None of the other vendors included that as part of their approach to solving our problem," said John.

California Emergency Foodlink does not rely on their internal staff to solve their daily IT problems anymore. **They use Tekfix to monitor and support their computers and network 24x7x365 under a Managed Services Plan**. The Tekfix Service Desk **answers calls within just a few minutes**, if not within a few seconds. "When any of my staff have a computer problem, we call the Tekfix Service Desk and they help and fix our problems right away. We no longer live with the computer problems we used to have; we call Tekfix Service Desk right away and get it fixed immediately.

John Healy has been very pleased with their decision to subscribe to the Managed Services Plan. "The team at Tekfix is very responsive to our needs. Thanks to the Managed Services they offer, we get instant support without having them to come on site; this is very convenient for us," says John. "**We did a comparison to what we had been paying in the past for IT Support against the cost of Managed Services, and it will save us a lot of money**. Plus, the fixed monthly rate we now pay for all the IT support we need makes it much easier to plan and budget."

John Healey, President

To Whom it May Concern,

I had the pleasure of working with Cliff Gormley at Edge Communications in Plano, Texas. Cliff is very knowledgeable regarding LAN/WAN networking.
He was able to find solutions to complex problems when it appeared there were no viable options. Cliff would be an asset to any networking team.
He works well with others and has a very team-oriented approach to problem solving. His talents are missed at Edge Communications.

Best Regards,
Scott Ference
smference@gmail.com

	Creekside Dentistry Dr. Nasr, D.D.S. 1625 Creekside Dr, #100 Folsom, CA 95630 916-983-8777	

Dentistry signs up for Platinum Service Plan and ends up saving money using this plan vs. using the old Break/Fix Model.

We had gone through several Computer Consulting firms before we met Tekfix. Tekfix was able to resolve issues within only a few hours, that some of our other guys were NEVER able to, and all at a reasonable cost.

Our dentistry uses state-of-the-art dental equipment, and our computers must also equal that standard. Tekfix ensures that our computer equipment **maintains high availability**. We are able to achieve this by using one of their Monthly Service Plans, which ensures **that we are always secure, protected and virus-free.**

The part that I like most is that every time we call for tech support, **our phone calls are typically answered in less than 1 minute** by *a U.S.-Based* support team.

Our **actual I.T. costs have gone down year over year**, by using Tekfix's proactive Platinum Monthly Support Plan!

Thank you.
Dr. Nasr

	Natomas Yuba City Citrus Height Eastern Avenue **Oral & Maxillofacial Surgery Cosmetic Surgery**	
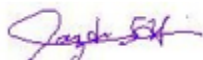
Multi-Site Dentistry consolidates all four offices into one call center for efficiency and cost savings.

Sacramento Surgical Arts needed a phone system that would connect our four geographical separate dental offices into one 'logical' unit.

We also need to set up our busy offices to handle multiple incoming simultaneous calls that could be managed by our staff. We could not afford to lose any calls, whether coming in during business hours or after-hours, as we needed to ensure all of our patients could reach us anytime, day or night.

Tekfix came in and provided the solution that met all the objectives above in a timely and professional manner.

We highly recommend Tekfix for any of your phone (and I.T) needs, as they also do computer and other network support.

Jagdev S. Heir, MD,DMD

	Digital Realty Trust 2323 Bryan Street, Suite 1800 Dallas, TX 75201	

I wanted to extend my appreciation for providing exceptional talent to DLR. Cliff not only closed 1010 tickets with our Service Desk teams, his average resolution time was the best of all our team of 24 hours. Much of our team's work is back-office IT support, which requires expertise across our infrastructure, network, and applications integration to resolve our DLR user issues, and requests, and Cliff mastered this effortlessly. Cliff also took a new security initiative, and integrated the process within our ticketing system in less than five weeks, which included training a third-party team how to use our ticketing system for continued support, and reporting purposes.

Cliff handled every situation with our customers, and team members with the most professional and positive attitude. His willingness of wanting to do more for the team, and our customers are just one of his many traits that our team have enjoyed   He will be greatly missed.

Kind Regards,

Lydia Lewis

Lydia Lewis, MBA | IT Director Applications and Operations Support, Enterprise Technology Services

July 23, 2012

Dear Prospective Client of Cliff Gormley:

Our firm provides Human Resource, OSHA, Payroll, and Management support services to our client base. We deal with extreme issues that have included employee deaths, US Department of Labor inspections, claims of sexual harassment, and more.

Our systems must work, be reliable, and safeguard all our documentation. Network reliability is critical. We have experienced phone systems that failed while counseling managers dealing with trauma and networks that were "managed", but never properly designed for stability.

Cliff Gormley is hands down the best network system architect and support our firm has met, enjoyed the benefit of his knowledge, and dedicated service. Shortly after installing a Cisco phone system by another provider, I met Cliff. We were experiencing catastrophic issues and receiving uninspired support. While the other firm struggled for weeks, Cliff had diagnosed the issue within one day. We changed our network support to Cliff within weeks. He helped the Cisco support team understand why the problem existed and found the solution.

Our firm utilizes an integrated Cisco phone system, exchange server, all set up and integrated into our SalesForce CRM. All calls made in and out of the company are tracked through the CRM. All emails going through Outlook are integrated into this same system. This allows us to provide accurate reporting on service provided and pending tasks for our client base. That is not possible without the support of Cliff. Our service levels, reliability, and efficiencies are dependent on our systems and Cliff makes that all possible.

Please feel free to call with questions and more examples.

Sincerely,

Todd K. Larrabee

Todd K. Larrabee
Managing Member
Employer's Guardian, LLC.

Maximize Employee Performance | Minimize HR and OSHA Risks

2865 Sunrise Blvd.; Suite 225 | Rancho Cordova, CA 95742 | Phone: 916-635-2543 | Fax: 916-635-3434
www.employersguardian.com

428 J Street #200
Sacramento, CA 95814
(916) 498-9473

Our U.S.-Based 'Service Desk' provided an average response time of less than 2 minutes for any phone-based technical support calls.

Lawyers are one of our niche groups; we understand their needs and applications.

*"Tekfix has provided IT services to our firm for the last couple years. Most notably, when something goes wrong, Tekfix will find a way to fit your IT emergency into their schedule that day without charging you an arm and a leg. They are very **reliable** and **responsive**."*

Mike Wise
Attorney at Law

The migration of the Network Servers, and Workstations, as I see it has been completed.
I would like to give a big Shout Out, and Woooo Hoooo, to everybody for making this a pretty Doggoned painless migration.

There were very few issues, considering the number of Workstations that needed to be migrated. Not to mention the servers that house a number of diverse applications critical to daily operations.

GREAT JOB everyone !!! :)

Best Regards,
 - Lonnie

Lonnie C.
IT Analyst
County of Placer

The City of Roseville (COR) needed some high-profile projects to be completed over the summer of 2013. These 3 projects were:

1. Upgrade our SNMP network monitoring system using the application 'What's Up Gold'
2. Make considerable network changes to make our three library sites more secure.
3. Introduce a Nexus core switch into our production network.

All three projects above were completed **with minimal downtime** and interruption to our production network, even though all three projects involved working directly on the production network. Minimum downtime was achieved by being very thorough and paying attention to the details.

City of Roseville would definitely use Cliff Gormley / Tekfix for any of our future network engineering projects that we would need assistance on.

Sincerely,
Gastón De Ferrari
I.T. Manager
City of Roseville

	Brennan Defense 901 H Street, Suite 200 Sacramento, CA	

"My firm was having issues with our Cisco ASA firewall and none of the Tech Companies that came in were able to resolve the issue.
Out of desperation, we found Tekfix using Craig's List. I have to admit, I was highly skeptical at first.
Tekfix came in and was able to resolve the issue in less than 1 hour. This is because they are Cisco Certified and know what they are doing. They may not be the cheapest, but what counts is the VALUE I got from them.
They also help us with our Microsoft systems, and our Law Firm applications such as Abacus.

Don't waste your time with the other non-certified firms; do the right thing and go with Tekfix.

Feel free to call me anytime."

Sincerely,
J.P. Brennan, Esq.
Brennan Defense
901 H Street, Suite 200
916.498.1776 Office
916.442.8474 Fax

	Downtown Library 225 Taylor Street Roseville, California 95678-2681	

To whom it may concern:

I would like to recommend Cliff Gormley for a position with your organization. I had the opportunity to work with Cliff on issues related to our public PC's, specifically, **PCRes** reservation and **LPTOne**, and on networking issues. During this time, I found Cliff to be a good listener, who quickly saw the root issues of problems. He interacted well with my staff because he explains technical issues clearly, leading to better understanding and quicker resolutions. I would like to recommend Cliff for whatever endeavor you are considering him for.

Sincerely,

Chris Rhode

Roseville Public Library

Library Supervisor, Technology and Support Services

I must commend Tekfix on their abilities! Each and every time we have contacted Tekfix for service, they have gone above and beyond to help us keep our computer systems up to speed. Their efforts to help us with immediate repairs, changing of locations, and simply maintain our systems have been tremendous, but it all seems effortless to them. I love that Tekfix Inc. keeps such detailed notes about their work so we can always refer back to them if necessary. Your continued professionalism and skills will keep me coming to Tekfix for computer services for many years!

K. Tomerlin
Stoneville Charter School, P.O. Box 436
ktomerlin@stonevillecharter.net

I wanted to let you know what a pleasure it is to work with Tekfix. They are friendly, helpful and oh-so-patient with last minute requests. Thank you so much for the expert work. I have no hesitation recommending Tekfix Inc. to anyone. They have completely exceeded my expectations.

Danielle at Sacramento Surgical Arts
www.sacramentosurgicalarts.com

Tekfix walked me through a problem on a Sunday night, Memorial Day Weekend, and got me up and running in less than an hour. They are true professionals and great trouble shooters, allowing me to continue with business as usual through the remainder of the weekend. Tekfix did a great job, well beyond normal line of duty, by answering the phone on a Holiday weekend and by taking the time to troubleshoot and solve my problem. This entire situation reminded me of why I chose your company in the first place. You are a group of consummate professionals. I will be in contact this week to set up a date to evaluate my system and get back on a regular schedule with your group. I have let it slide and now realize how important it is to stay current. All the best and again great job!

JB, San Francisco, California