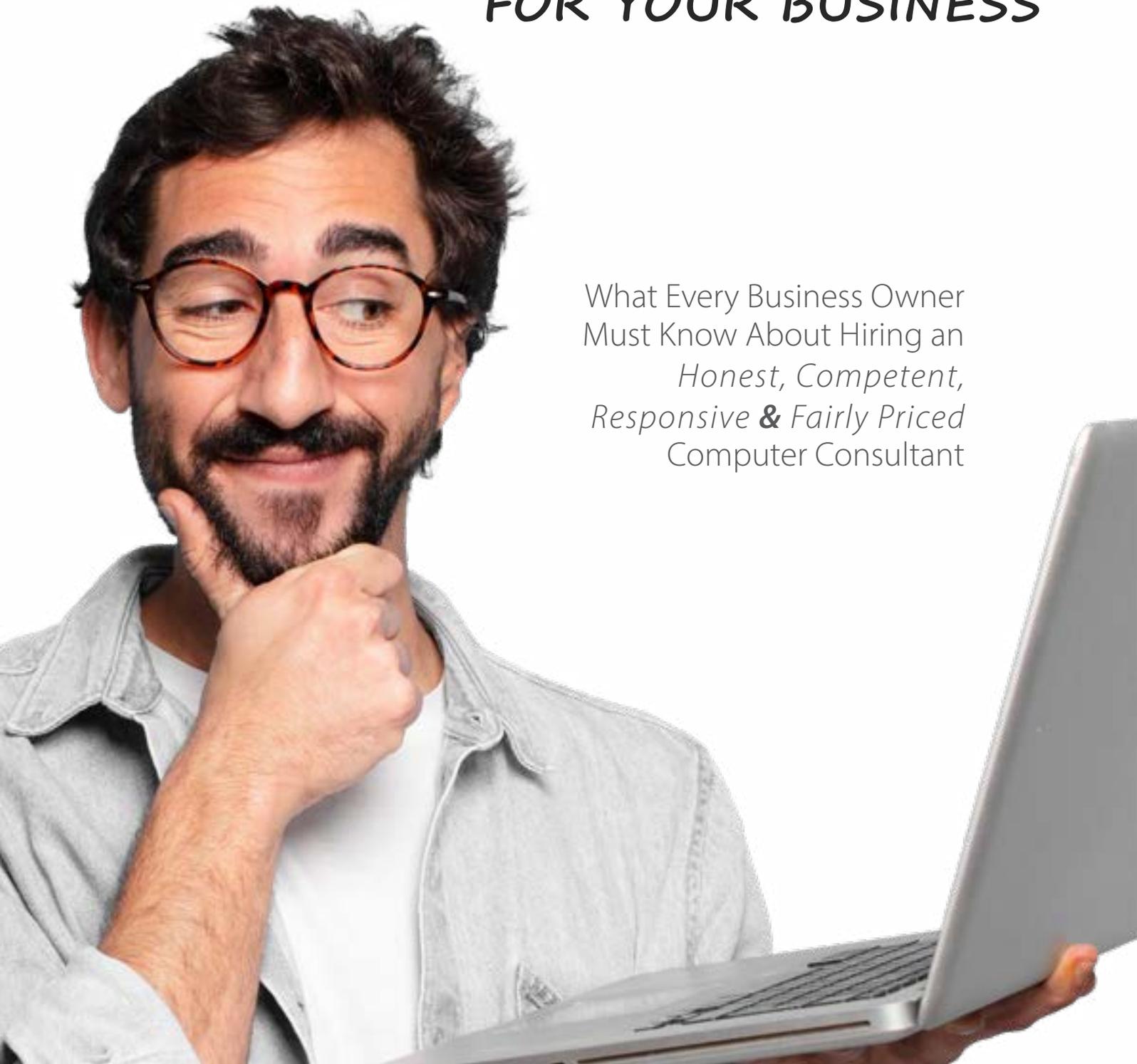


COMPLETE GUIDE TO HIRING AN **IT CONSULTANT** FOR YOUR BUSINESS



What Every Business Owner
Must Know About Hiring an
*Honest, Competent,
Responsive & 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
19 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 technology can be incredibly frustrating and expensive, and could end up costing you in downtime, data loss, expensive repair bills, lost productivity, lost efficiency, and lost opportunity cost, not to mention the headaches and frustration!

In this guide 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).
- 19 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.
- Ransomware, malware, 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 are not the bargain they initially appear to be.
- The one surefire sign that you should run – not walk – away from a computer support firm.



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Dear Colleague,

Choosing a computer support company is not easy. There is no shortage of horror stories about incompetent computer repair “gurus” bungling jobs and causing MORE problems because of their loose morals or gross incompetence. I am 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? There are two reasons:

1 Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses. They will try to take advantage of trusting business owners who simply do not have the experience to determine whether the technician knows what they are doing. Sometimes this is out of greed for your money, but more often it is simply because they do not have the skills and competency to do the job right but will not tell you that upfront. From misleading information and unqualified technicians to lack of process and terrible customer service, we have seen it all...and we know they exist in abundance because we have had many customers come to us to clean up the disasters they have caused.

2 Even when a computer guy or computer support firm has the necessary skills and high morals, they still may not have any sort of process or system that allows them to consistently deliver the results you need. These types of companies can be extremely frustrating to work with because you know they are honest, you know they are working hard, you know they have the skills but for some reason, you still have a lot of problems with them. They might just drop the ball sometimes, or they are guilty of repeating the same errors over and over, or just cannot seem to get those little nagging issues fully resolved. When an IT consultant is not organized, does not have any defined process, does not have the time or capacity to do any forward-thinking for your organization, or cannot implement any sort of strategy, the result is more frustration for your business.

The bottom line is that picking the right technology support company has a lot of challenges. It's not like buying a car where you can see exactly what you are getting. If you are looking for a truck that seats 5 people, has 4x4, has a V8, and is silver, it is easy to find that because you can see it. If you're looking for a technology support company that has the ability to deliver fantastic results for your business, how is the untrained eye supposed to know what that looks like?

Now that we are in the 2020's, finding the right technology support company for your business is more important than ever before. You have spent a lot of time building a business that has products and services to take to market. In order to do that you need employees to get the job done. Anymore, a huge part of an employee's ability to get their job done involves computers and other pieces of technology.

When you're giving your employees underperforming technology, or if your employees are constantly having to figure out workarounds because their technology just is not set up correctly, or if there are any unexpected interruptions (like if the internet goes down or you get ransomware or the technology just fails), then this is going to hurt your employee's ability to be productive and will impact your bottom line.

Having the right technology partner to ensure that all systems are operating at peak performance as close to 100% of the time as possible can make your business more productive, more efficient, and more profitable. Technology is now one of the most important aspects of any business in the 2020's. So, if you're looking for a new technology partner for your business, do not screw it up or it could cost you dearly.



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 is 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 an excellent job for you, their inexperience can cost you dearly in loss of employee productivity, the mismanagement of your IT needs, or damages to your business due to cybercrime. 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.

About AZCOMP Technologies



In the early 1990's, owner of AZCOMP Technologies Lance Foster was just a kid in high school. His dad however took on a new hobby of computers and he enlisted his son Lance to help him. Dad was aggressive in his hobby. He was fascinated with the technology of computers and the internet, so he started to build custom computers, train people how to use them, repair and maintain them, setup an email domain and internet service, and setup servers to host the email accounts. For years Lance was his sidekick and apprentice.

In the late 1990's, Lance decided to turn this hobby into an actual business. Finally, in the year 2000, AZCOMP Technologies was born, and the company began selling and supporting medical billing software (Medisoft) along with IT services. Over the course of the next 2 decades, the company has grown into an industry leader in healthcare, dental and small business technology solutions.

AZCOMP Technologies is passionate about delivering PHENOMENAL service to their clients in the Phoenix metro area and across the country. AZCOMP provides computer and network consulting, network and computer maintenance and monitoring, backup and disaster recovery systems, cybersecurity services, electronic health records, billing software and more.

With 30 employees all with varying skills, training, experience, and backgrounds, and with over 20 years' experience in working directly with independent medical practices, dental offices, and a variety of other small businesses, AZCOMP is well equipped and qualified to be a trusted technology partner for your business.

19 Questions You Should Ask Your Computer Consultant Before Hiring Them to Support Your Technology

Customer Service:

1

Q: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back? Or do they give you multiple options to get prompt support (like phone, email, or online submission) to fit your own preferences? And do they actually respond to your requests?

A: We answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, including on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND cannot get hold of anyone to help them, it's incredibly frustrating. We also provide alternate methods to submit requests for help. And most importantly, we always respond to every request for help. We never go missing when you need to get a hold of us.

2

Q: Do they have a written, guaranteed response time to your requests for help?

A: We have written and guaranteed response times for varying levels of urgency written into every contract. We guarantee that we will respond to emergency requests in less than 2 hours. (*In reality, we respond to almost all emergency requests in about 15-minutes or less.*) We write this into our contracts, so our clients always know what to expect as a worst-case scenario, and then we over-perform.



3

Q: 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 any questions?

A: Our technicians are trained to deliver PHENOMENAL service experiences, every time. We will take the time to have real conversations with you and explain everything in as simple of terms as possible to help you understand what is going on with your computers and network.

Just look at what Dr. Owensby said about working with our technicians – “The technicians are so good to work with. They are really friendly and nice, and they can answer all the questions that anyone on our staff has. Plus, they are very prompt with all our requests and are great at quickly resolving any issues we might have.”

Or look at what Dan S wrote – “The whole experience has been very impressive. They respond happily and quickly to everything we need, they are patient and kind to us, and everyone is wonderful to work with.”



4

Q: Do they consistently and proactively offer new ways to improve the overall performance of your technology, or do they wait until you have a problem to make recommendations?

A: We have our service broken into two distinct components. The first is designed to support and protect your technology needs as they exist today. The second component is designed to improve your technology for the future, which means we are being very proactive. In short, we have an actual process for evaluating your current technology and then we make recommendations and a roadmap for the future. We do this on a routine basis so we can make the needed changes to improve performance and make your technology fit your business needs. Doing this makes you more efficient, more productive, and more profitable.

Watch out for computer guys that say they do a “technology review” or “business review” with you. This is often nothing more than a review of the age of your computers to determine if any need to be replaced or not.



5

Q: Do they provide employee training (to your employees) on how to identify and avoid emails and websites that are dangerous to your network?

A: Employees can be the number one threat to the security and health of a network. We provide education to all employees, so they know how to identify suspicious and potentially dangerous emails and websites. This training is conducted on an ongoing basis to help keep each employee in a mindset of “Think before you click”.

Maintenance & Technology Management:

6

Q: Do they insist on remotely monitoring your network 24x7x365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, ransomware, lost data, and other issues?

A: 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. The fewer problems you have, the happier you'll be and that is our goal. Most typical IT guys love when you have computer problems because it means more money for them. With us, when you have problems, it means higher expenses for us.

7

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

A: Every month our clients get an Executive Summary report. This report shows the response and resolution time of every service request along with other service-related information. It also shows the total number of computers and servers on the system and details about each device. Lastly, it shows details about anti-virus, patching and other security details to give a snapshot of the status and health of the overall network and our performance.

8

Q: Do they INSIST on protecting the security of your network, and protecting you from cybercriminals, hackers, and spyware, or is this an extra?

A: We absolutely protect and secure your network from hackers and other threats. With cybercrime, ransomware, malware, trojans and good old-fashioned viruses being as rampant as it is, cybersecurity is an absolute must, and varying levels of cybersecurity is included with all our service agreements. We also provide much more than just an anti-virus program for security. Any business that is relying only on a basic anti-virus program as their entire security solution is very vulnerable to modern threats. The cybercriminals of today are very sophisticated (even those that are targeting small businesses) and there are many security tools that are needed to combat these modern cybercriminals. We provide a comprehensive set of security tools along with monitoring and management. In the future, we know that there will be even more security tools needed because the criminals will not ever stop trying new ways to infiltrate your network to steal your money, steal your data and steal your time.

9

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

A: Yes. Since we keep detailed network documentation (like a blueprint of your computer network) and we keep detailed notes on each request for help, any of our technicians can pick up where another one has left off without anything slipping through any cracks.

10

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

A: Honestly, no IT services firm can deliver a truly “all-inclusive” plan. How could they possibly budget for every single scenario and situation without being totally overpriced? One of the more popular service plans offered by consulting firms today is an “all-inclusive” full-service managed services plan. These are actually a good thing because they will save you a lot of money in the long run and give better results – HOWEVER, make sure you REALLY understand what is and is not included. When we offer a plan and price to a prospective client, we sit down with them and explain everything as clearly as possible, so they understand exactly what is included and what is not included. We recommend that whoever you talk to provide IT management, do not let them just send you an email with a list of services. Instead, sit down with them and ask them questions. Here are some things to consider:

- Is phone/e-mail help desk included or extra? What about when a technician has to go to your office—is that included?
- What if you need help in the evenings or weekends? Is that included?
- What about support of remote offices or employees working from home?
- What about changes to your network or the labor needed to upgrade equipment?
- What about projects like an office move, office expansion, or major changes to your network or systems?
- Is hardware and/or software licenses included?
- What about support or management of other technology vendors like your internet service provider or your phone system?
- What about 3rd-party software support?
- What are the costs/consequences of early cancellation?
- What if you are not happy with their services? Will they let you out of the contract if they aren't living up to their promises?
- If the hardware and software is included, what happens if you cancel the contract?
- Are backups included? On-site and off-site backups? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What happens if they are providing security solutions and you get a virus or ransomware? Who is paying for the remediation, clean up, and restoring your system?

11

Q: Do they INSIST on making sure you have a modern, reliable backup system that can be managed and monitored, or are they letting you rely on old technology and cobble together your own backup solution?

A: We ensure that our clients have modern and reliable backup solutions, so they don't have to patch together their own backup solution at all. We provide our clients with the right backup solution that makes the most sense for their business. And, almost just as important, we manage the backups for you to ensure everything is working as expected to avoid any surprises that could turn into a major disaster.

12

Q: 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?

A: We perform a weekly "fire drill" and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to "test" a backup is when you desperately need it.

13

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

A: We do. This is done simply as a precaution in case a hardware failure or software glitch causes a major problem.

Technical Expertise and Support:

14

Q: Do they understand your industry? Are they experts in Healthcare or Dental or whatever your specific industry is? Do they understand HIPAA compliance, protection of PHI and EHR software needs?

A: Yes. All services and products that we provide revolve around helping independent physicians, healthcare providers, or dental providers run a more efficient and effective practice. It is our purpose to empower practices to deliver the best care. We do that by finding and delivering the best products and services that make a difference in the lives and businesses of the providers we serve. We serve and support thousands of providers in the Phoenix market, and across the country. We also provide expert IT services for other small businesses outside of healthcare making us a good fit for a variety of industries.

15

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

A: We provide our own in-house help desk and make sure the folks helping you are friendly, helpful and know how to deliver phenomenal experiences. We consider this one of the most important aspects of customer service, plus we feel it is important for keeping your data secure.

16

Q: Do they have more than one technician with varying skill sets to ensure that you're covered in a variety of situations, and can respond quickly even when supporting many other customers?

A: We are staffed in a way that we can provide PHENOMENAL support to all our customers and always respond to all requests. Our technicians have varying skills, abilities, training, certificates, and experience, which makes us able to provide consulting and support a wide range of situations.

17

Q: Do their technicians arrive on time, dress professionally, and have high levels of personal hygiene?

A: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, are well groomed, 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.

18

Q: Are they familiar with (and can they support) your unique line-of-business applications (the software you use in your business)?

A: We own the problems with line-of-business applications for our clients (even though it isn't our software). 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 are working the way they are supposed to work.

19

Q: 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"?

A: 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 good service and something many computer guys will not do.

The **4** Most Costly Misconceptions About Computer Maintenance and Repair



Misconception #1

My computer network doesn't need regular monitoring and maintenance.

In your business, if you use computers just to browse the internet and send unimportant emails, and if you or any of your employees are without a computer for a week or more and it wouldn't impact your business, you probably don't need IT monitoring and maintenance. However, 99.99% of businesses use their computers for more than that in today's electronic world.

If you depend on your computers or systems to get critical tasks done, and if it would cause any amount of pain or frustration in your business to be without your computers, then monitoring and maintenance are a must.

This is probably one of the biggest and most costly misconceptions business owners have about computers in their business. Usually, this is because they've been fortunate enough to have

never encountered a major disaster yet. But that mindset is similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident in the past.

In this day and age, businesses depend so heavily on their technology to help their entire company get their jobs done. When technology issues pop up, they can negatively impact the business's operations.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast, and problem-free. In fact, it is surprising how quickly 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:

“If the computer support company you’re considering for your business does not insist on routine, automated monitoring or maintenance of your network, then **DO NOT HIRE THEM.**”

- Security patches applied – with NEW viruses, ransomware, and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network.
- Antivirus & anti-ransomware updates, management, and monitoring
- Firewall updates, management, and monitoring
- Backup monitoring, management, and test restores
- Cloud server or storage management, monitoring, and maintenance
- Spyware detection and removal
- Monitoring failed login attempts and other suspicious activity on your server, computers, and network.
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Your computer network can be compared to a car – and a car is far simpler than a computer network! For a car, it is well known that routine maintenance is essential. If you don’t maintain your car, you’ll have to replace major components earlier than if you were doing the maintenance. This costs more money in the long run. And, if you don’t maintain your car, it could break down on you unexpectedly.

Think about this. Suppose you owned a delivery service with a small fleet of vehicles. Your business revenue is dependent on having those vehicles on the road. Wouldn’t you implement a system to ensure those vehicles always ran well? Maintaining your computers is the same concept.

If the computer support company you’re considering for your business does not insist on routine, automated monitoring or maintenance of your network, then **DO NOT HIRE THEM.** Lack of regular system maintenance is the NUMBER ONE reason most businesses lose valuable files and incur heavy computer repair bills.

If your current IT guy, or if anyone you’re looking into becoming your IT guy, isn’t recommending monitoring and maintenance, it is likely because they don’t have the ability or the right tools.

WANT QUESTIONS ANSWERED & CONCERNS ADDRESSED? CALL US AT **(480) 730-3055.**

Misconception #2

**My niece/neighbor's kid/
brother-in-law/office
manager knows this
computer stuff and can take
care of our computers.**

Most businesses hire a part-time “guru” for one reason: to save a few bucks. 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 clean up a mess. They often got into this mess 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 will not have the knowledge or experience to truly help you. They are a hobbyist at best.

Over the years, we have seen many different businesses rely on a “hobbyist” to manage their computers. There have been many cases where they have done way more damage than good and cost the company a small fortune in mistakes.

Do you really want a part-time, inexperienced person responsible for handling something critical to your company operations? As with everything in life, you get what you pay for. That is not to say you need to go broke to find a great technician, but you should not be choosing someone based on price alone.

Do you really want a part-time, inexperienced person responsible for handling something critical to your company operations?

Misconception #3

All computer technicians are created equal/have the same skills/can get the job done right. So, your best option will be the one that offers the lowest price.

As we stated a moment ago, you get what you pay for.

A low price usually means a cheap job. Excellent technicians do NOT work cheap because they are in high demand, just like every other professional service category. The only technicians who will work cheap are those just starting, and they are grossly inexperienced.

Some IT shops 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 do not have to pay them. What you do not realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you are paying them to fix the WRONG thing, and they STILL will not resolve your issue. Case in point: A few years ago, a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC but simply disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to over \$275 to fix it!
2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you are paying for those extra hours.
3. They could do MORE damage, costing you more money and downtime.

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

“Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price”

We understand 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 do not apologize for that.

As the owner, I decided long ago that I would rather explain our higher rates ONE TIME than make excuses for POOR SERVICE forever.

That said, we are not the most expensive either. We simply feel that we should offer an excellent service that produces excellent results at a fair price. That is why we have been able to stay in business since the year 2000 and maintain an excellent reputation.

Misconception #4

An honest computer support company should be able to give you a quote over the phone. lowest price.

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.

We typically handle a request for pricing over the phone by having a normal conversation with the customer. We ask a lot of questions to make sure we understand the situation. Then, we offer some options on how to move forward. After that, we will start to discuss budgets. Then we go on-site for further investigation and diagnosis. After all that, we can then offer detailed recommendations with specific pricing.

NEVER take a phone quote!

1

Choosing a computer consultant based on a single phone call. We recommend you invite them into your office, ask them for a written proposal and ask them to explain the proposal to you. If you were going to hire any full-time employee for your business, wouldn't you want to meet them in person and get to know them? Be clear on what your expectations are and what type of problems you want them to resolve. As previously stated, 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 had not done any kind of testing or diagnosis? Of course not! Prescription without diagnosis is malpractice.

2

Choosing a computer consultant without speaking to several of their current clients. Check their references! Do not 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, do not 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.

5 More Mistakes to Avoid When Choosing a Computer Consultant

4

Choosing a computer consultant who has no defined process for supporting and managing your technology and delivering great results. In our experience, having a system and process for how to deliver service is the core responsibility of any service-based business (especially technology services). This is what separates bad or average or decent companies from great ones. Great companies have a defined process for achieving great results, and it is what makes it so they can repeat those results with anyone that they serve. If you are working with any IT services business who is just “winging it” or “shooting from the hip” then you will never know what kind of results you're going to get. Take a look at all the great service companies you have ever worked with. It is their systems and process that makes them great. If you want great technology results in your business, then you need to find someone who has a defined system for getting the most out of your technology investment.

3

Choosing a computer consultant who cannot remotely monitor, update, and support your network. In this day and age, a computer consultant who does not 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 should not 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 specialize in healthcare. As you know, the healthcare industry is one of the most regulated industries. If your computer consultant does not get it when it comes to protecting PHI, HIPAA compliance, and how critical your EHR and PM software is to effectively run your practice (among other things), it is going to cause you trouble and cost you more in the long run. You should only trust your network and the protection of your data to a technology company that lives in the healthcare industry.

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 technology. 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 would love the opportunity to partner with your business.

The next step for any business that is considering a new IT partner should take is to have a Network Health Assessment & Diagnosis performed. Performing an assessment will uncover critical details about your existing technology which will allow us to put together a diagnosis and action plan. In the next section you will find information on how to request a Network Health Assessment and Diagnosis from AZCOMP Technologies.



Network Health Assessment

As a prospective customer, we would like to offer you a Network Health Assessment and Diagnosis. Give us a call so we can have an introductory meeting to get to know each other to determine if we are a good fit for each other. Then, if we determine we are a good fit for each other, we will schedule your network assessment. During this assessment, we will perform an audit of your network, systems, and security so we can gather the information needed to begin to put an improvement plan together for your business. During the introductory meeting, we will discuss all the details of how we conduct this assessment.

Request Your Network Health Assessment

- **By calling us at (480) 730-3055**
- **Or, by sending us an email at hello@azcomp.com**
- **Or, by visiting our website at www.azcomp.com/networkassessment**



Either way we will get you scheduled for an introductory appointment right away!

What Our Clients Say • • • • •

“We have found that the best way to keep our computers updated and running smooth, and to keep our computers safe from viruses is to use AZCOMP. Their ability to keep my system safe provides our office with *incredible* peace of mind, and they do it *consistently and constantly!* With AZCOMP we have no problems and no downtime. We love AZCOMP!”

Dr. Ryan Brown, Prescott, AZ



Robert Bloomberg, MD
Tempe, AZ

“I Always Talk About How You Guys Have Done Such a Wonderful Job. We first started working with AZCOMP in 2004 to help us with our IT needs and our electronic health records. I’m absolutely amazed at the level of service we’ve received over the years. They keep our network and information safe, and we have so little downtime, I can’t compliment the team at AZCOMP enough.”

“Since we first started working with AZCOMP in 2000, their technology solutions and IT support have made a huge impact on our practice. We rarely go down. We never have ransomware or anything bad on our system. We know and trust that AZCOMP has given us the best technology solutions to keep our system running smooth and our data safe. The entire company and all the personnel have been awesome to work with. We really enjoy how well everything is working all the time.”



Dr. Douglas Bailes
Glendale, AZ



"I Can Now Sleep at Night Without the Worry of IT Issues. We started using AZCOMP as our IT service provider in early 2017 and I can now sleep without the worry of IT issues. We have used different computer companies in the past and AZCOMP is the first who meets all our needs and has resolved all our problems. Our computers and network work the way they are supposed to, and our network is secure. They are amazing!"



Priscilla Horning
Horning's Accountin
& Tax Svc
Mesa, AZ



Dr. Phillip Garza
Gilbert, AZ

"I Wish AZCOMP Could Have Been Here for Us from The Beginning. Before working with AZCOMP, we had a lot of technology problems impacting our practice. Having AZCOMP as a technology partner now has made a total difference in our practice. Our staff is able to get their jobs done, I'm confident knowing we have safeguards in place, it's easy for us to get help and everyone is so kind. I really love the whole team."



Dr. Pamela Dowell
Oro Valley, AZ

"With AZCOMP, We Have a One-Stop-Shop That is Perfectly Suited for Us and I'm Just Ecstatic About It. We have been with AZCOMP since mid-2015 for Medisoft and EHR support. Late in 2017 we got going on their Managed IT Services plan, and now we use their VoIP phone system too. AZCOMP is always available for us, they are just really good and work so hard to keep everything working great. They know and understand our needs and it has just simplified everything for me and my staff."



Call (480) 730-3055 or visit www.azcomp.com/it

Some Reviews



AZCOMP IT Solutions is **amazing**, always on the ball, **super friendly staff**, always figure out the issue and get it fixed quickly. I'd highly recommend them to anyone. 2 Thumbs UP!!



These guys are the best IT company I've ever worked with. They're **responsive, knowledgeable, and professional**. We have worked with them for years and I would recommend them to any business



The **G.O.A.T** of IT companies. They always go above and beyond and take care of our needs.



AZCOMP has been taking care of all of our IT needs for more than 10 years. We have been **very happy** with their customer service and **expertise!**



Check out our 300+ 5-Star Google Reviews!

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