



The Portland Metro Area Guide To IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Business or Practice (And How To Get *Exactly* What You Need Without Unnecessary Extras, Hidden Fees And Bloated Contracts)

Read this guide and you'll discover:

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

Provided as an educational service by:

Matthew Meltzer, President
Compass Managed IT, Inc.
7202 NE Highway 99 #106-292
Vancouver, WA 98665
360-839-2549



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



From The Desk Of: Matthew Meltzer
President, Compass Managed IT, Inc.

Dear Colleague,

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

My name is Matthew Meltzer, President of Compass Managed IT, Inc. You may not have heard of us before, but we’ve been servicing clients for a little over twenty years. There are a few testimonials toward the end of this report of satisfied customers.

One of the most commons questions we get from new prospective clients calling our office is “What do you guys charge for your services?” Since this is such a common question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.
2. I wanted to bring to light a few “industry secrets” about IT service contracts and SLAs (service level agreements) that almost no doctor thinks about, understands or knows to ask about when evaluating IT service providers that can end up burning you with hidden fees and locking you into a long-term contract when they are unwilling or unable to deliver the quality of service you need.



3. I wanted to educate physicians and executives on how to pick the **right** IT services company for their specific situation, budget and needs based on the **VALUE** the company can deliver, not just the price, high OR low.

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

Dedicated to serving you,

Matthew Meltzer



About The Author

I got my first Microsoft certification in 1998 and, like most engineers, I got a job working for an IT provider that focused on small business. Then, in 2000, after a brief 3 months away from my last employment, clients reached out to me and urged me to come back and service them. It just wasn't the same, they said. So, I started my own company and got to work.

After many miles driven and many years spent on my own, I saw where the industry was heading. It was transitioning from the old "computer consultant" to "Managed Services", a much more sustainable and viable platform for both me and my clients. I had a vision for what I wanted my company to be and started expanding to meet that vision. In 2018, I relocated to the Pacific Northwest and rebranded, and today head up Compass Managed IT, Inc. servicing both the Portland/Vancouver Metro and Los Angeles Metro areas.

I have been providing IT Services for 23 years and quite a few of my clients that have been with me for over a decade. And why do they stick around for so long? A large part of my philosophy for my business is "Your Success is My Success". I strongly believe that my job is so intertwined with what other businesses do that if you are able to succeed, and your business is running smoothly, that means that I'm doing my job and doing it well.

Moreover, I like to educate my clients and prospects while I'm doing my work so they know what they're getting and why. Clients knowledgeable in how IT can affect their employee's productivity--and therefore the bottom line--are some of the most productive business relationships I have ever had, and I look forward to adding you to that list.

Matthew Meltzer
President
Compass Managed IT, Inc.



Comparing Apples To Apples: The Predominant IT Service Models Explained

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

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

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



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

You've probably heard the famous Benjamin Franklin quote, "An ounce of prevention is worth a pound of cure." I couldn't agree more — and that's why it's my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any medical practice or any other company. Outside of specific scenarios, I do not think the break-fix approach is a good idea for general IT support for one very important, fundamental reason: you'll ultimately end up paying for a pound of "cure" for problems that could have easily been avoided with an "ounce" of prevention.

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

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

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

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



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

Should You Just Hire A Full-Time IT Manager?

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

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

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

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

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



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

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

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

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between \$100 and \$200 per hour with a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

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

- **Sound Reasoning and understanding on why the project is being undertaken.** The consultant should have good understanding and be onboard with the overall impact you want to have on your company. This ensures the project is formed in a way that enhances your business and creates a return without extras that rack up the bill.
- **A very detailed scope of work that specifies what “success” is.** Make sure you detail what your expectations are in terms of bettered performance, work flow, costs, security, access, fleshing out the parameters of the project etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to give you what you REALLY wanted.
- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant’s. Be very wary of loose estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your IT consulting firm’s responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.



- **Strong communication lines established.** Be sure that the consultant knows how to reach out to you or other stakeholders in the project to communicate how the project is going and that regular reporting is provided. Projects are not “set it and forget it”. Separate from time frame and budget as above, contingencies do occur, and it’s the IT service provider’s job to keep you up to date and consult you on any changes to the plan.

Managed IT Services: Most managed IT services firms will quote you a MONTHLY fee based on the number of devices, locations & services. In the Portland/Vancouver area, that fee is somewhere in the range of \$150 to \$199 per server, \$29 to \$70 per desktop and approximately \$10-20 per smartphone or mobile device. Fees for support & per-location fees may vary.

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

- End User Support (Think: “My Email isn’t working” or “I can’t print”)
- Server management including data sharing and security.
- Security patches applied weekly. For urgent and emerging threats, reviewed and applied immediately.
- Security services (including antivirus and hacking protection) monitoring and management.
- Firewall updates and monitoring
- Backup configuration, monitoring and test restores
- Spam-filter monitoring and updates
- Spyware detection and removal
- 24/7/365 Active performance monitoring of workstations and servers for any issues
- Monitoring hardware for signs of failure
- Scheduled preventative maintenance to optimize systems for maximum speed

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

- Hardware, such as new servers, PCs, laptops, etc.
- Software licenses, such as backup software or security services
- On-site support
- Projects outside the scope (such as a new phone system or a new database)



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

The following are 19 questions to ask your IT services provider that will clarify exactly what you’re getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

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

Customer Service:

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

Our Answer: We answer our phones live from 8:30 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, even 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 can’t get hold of anyone to help them, it’s incredibly frustrating.

Q2: Do they offer a written, guaranteed response time to your calls?

Our Answer: As we mentioned, you will always get a human during business hours. We evaluate each issue as it comes in. For issues that fall under our Priority 1, we will have a technician working drop whatever they’re doing and get right on to your issue. This and the rest of our response times are written into every service agreement we give to our clients because it’s our standard procedure.



Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand, or do they come across as arrogant and make you feel stupid for asking simple questions?

Our Answer: We are willing to take as much time as you need to explain what we're doing and why we're doing it so that you can feel confident that you understand everything about our process. If you have any questions while being serviced by us, we will gladly answer them quickly and in simple English.

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 are constantly looking for ways to make things better for you and your business. We conduct periodic review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

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

Our Answer: We provide detailed invoices that show what work was done and when, so you never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you.

Q6: Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?

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

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



Maintenance Of Your Network:

Q7: Do they insist on remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes; we utilize multiple remote network monitoring systems to watch over your network and we constantly look for developing problems, security issues and other problems. We do this so we can address them BEFORE they turn into bigger problems.

Q8: Do they perform monthly security scans of your network to ensure that you are as safe as possible?

Our Answer: With every service agreement we provide, we ensure that every month our clients' networks are deep-scanned to look for any vulnerabilities that may be present. If one is found, we work with the client to get the vulnerability removed as soon as possible.

Q9: Is it standard procedure for them to provide you with 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 access to our documentation portal at no additional cost. We perform constant updates on this material and make sure certain key people from your organization have access to 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 with getting out from underneath somebody that you feel you can't trust.) This is downright unethical and dangerous to your organization, so don't tolerate it!

Q10: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

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

Q11: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are there "gotchas" hidden in the fine print?

Our Answer: One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are actually a good thing because



they can 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:

- Do they provide business reviews (at least 2 times a year) to keep you up to date and go over changes to your network?
- Is phone/e-mail help desk included or extra?
- What about changes, like adding/removing users?
- What about support for 3rd-party software, such as Microsoft Office or your Line of Business software? (We recommend that this IS included.)
- Do they recommend and provide security tools appropriate for your industry and needs?
- What if you aren't happy with their services? What are the costs/consequences of early cancellation?
- If the hardware or software is included, what happens if you cancel the contract?
- Do they check every week that you have working backups?
- Are off-site backups provided? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?
- Are home PCs used to access the company's network included or extra?
- Do they help you manage your IT related vendors?
- Is regular (usually monthly) reporting of network status and their services provided?

Backups And Disaster Recovery:

Q12: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?

Our Answer: We believe it is not in our clients' best interest to use tape backups because tape backups are archaic, unreliable and require human interaction most of the time. We make sure all of our clients have networks that embody the best practices the industry has to offer and regularly perform integrity checks to ensure their viability in the case of a disaster.

Q13: Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: We perform a 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.



Q14: 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.

Q15: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable you to work from a remote location?

Our Answer: We provide backup, recovery, and business continuity services and we will work with you to create a customized plan that ensure your information's safety in the case of an emergency and your users will be able to continue functioning while repairs occur.

Technical Expertise And Support:

Q16: Is their help-desk U.S.-based or outsourced to an overseas company or third party?

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

Q17: 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 and 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.

Q18: Are they familiar with (and can they support) your unique line of business applications?

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

Q19: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, "That's not our problem to fix"?

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



A Final Word And Free Assessment Offer To Show You Exactly Where Your Network is Vulnerable

I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to outsource your IT support to. As I stated in the opening of this report, my purpose in providing this information is to help you make an informed decision and avoid getting burned by incompetent or unethical firms luring you in with cheap prices.

Below you will find information on how to request a FREE IT Cyber-Security Scan for your company as a next step in engaging with us. There is no cost or obligation, and I guarantee you will find this consult to be extremely valuable and eye-opening.

Looking forward to your call!
Matthew Meltzer
President, Compass Managed IT, Inc.
Phone: 360-839-2549
Web: www.compassmanagedit.com



Limited Free IT Cyber-Security Scan:

Give Me 30 Minutes, And I Guarantee I Can Show You Exactly Where Your Network Is Likely To Be Attacked And Help You Prevent It.

From The Desk Of: Matthew Meltzer,
President, Compass Managed IT, Inc.
Vancouver, Washington

Dear Colleague,

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

Maybe you're concerned about **cyber-security** amid this crazy time of unrest & upheaval and you're not sure your current IT provider has ensured your network's safety.

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

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

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



Free Multi-Point IT Systems Security Assessment

If I just described your situation, I want to give you a **Multi-Point IT Network Security Assessment for free** that will reveal what's REALLY going on in your computer network, show you exactly where your network is at risk and help you protect it, saving you a great deal of time, panic, aggravation and money. **Briefly, here's what I have in mind...**

First, I want to perform our **Multi-Point IT Systems Security Assessment** on your computer network. Then, we will provide you with a report that lists exactly what parts of your network is vulnerable, as well as recommendations on how to fix it.

There's no charge for this, and it only requires a 30- to 60-minute meeting with us. After doing this type of thing for almost 22 years, we have a well-established, effective process for helping companies like yours to get their IT systems as secure as they're supposed to be.

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

- Are your IT systems truly secured from hackers, viruses and rogue employees?
- Are you unknowingly exposing your business practice to expensive fines and litigation under existing and new data-breach laws?
- Are any of your credentials and/or company information available on the darkweb, therefore compromising the integrity of your network?

Once we have a clear picture of the state, health and performance of your current IT systems, we'll then deliver a **Cyber-Security Risk Report** that will show you where to eliminate serious vulnerabilities in your network, and enable you to work happily with the knowledge that you and your clients are protected.



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

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

You love the report and ask to become our client so we can personally help you fix the vulnerabilities and improve on your network ASAP. *If that's the case, we'll knock it out of the park...and that's a promise.*

Or finally...

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

Think about this...

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

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

Here's How This Will Work:

First, you'll fill out a quick request for the **IT Cyber-Security Assessment** on our web site: <https://compassmanagedit.com/cyber-security-assessment/>

Once you complete this, someone from our office will call you and set up a convenient time for us to perform our **Multi-Point Cyber-Security System Analysis.**



After that initial meeting, we'll prepare a "**Report Of Findings**" that will reveal any vulnerabilities in your backups and security where we will give suggestions to secure said vulnerabilities in the most efficient way possible.

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

So Why Would We Offer This For Free?

For one simple reason:

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

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

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

Now, obviously this is an amazing offer, but I'm SO confident that we can deliver extreme value that I have no concerns with putting this type of guarantee on our time together.



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

1. **You have to at least have a server or cloud services, and 10+ workstations.**
Our services and advice work best for companies that have at least one server or equivalent cloud services (such as full Microsoft365 or G-Suite services) and ten or more workstations. If that's not you (or if you are a brand-new startup), we can help you through a different process. Call the office and we'll direct you from there: 360-839-2549.
2. **You must be the owner or a key decision maker of the business.**
If you're an assistant, you can still set up the meeting and go through the process with us, but due to the nature of the advice we'll give you, the report will only be delivered to either the owner or a key decision maker of the business who has authorization to receive it.

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

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

<https://compassmanagedit.axionthemes.com/cyber-security-assessment/>

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

The initial meeting will be approximately 30 minutes. We'll interview you for any information and current issues with your network and initiate our **Multi-Point Cyber-Security System Analysis**.

Step 3: After that initial meeting, we'll prepare a "**Report Of Findings**" that will reveal any vulnerabilities in your backups and security. This second meeting should be a real eye-opener for you. This is where we begin working to figure out exactly what you want and how to make it happen.



If you see the value in engaging beyond that, great! We can talk about it at that time. And if you don't want to become a client — *that's OK too.*

Unless you are 100% happy with the IT support you are getting and absolutely confident that your network is secure, why wouldn't you give this a try? Do it now and you'll be glad you did:

<https://compassmanagedit.axionthemes.com/cyber-security-assessment/>

Dedicated to your success,

Matthew Meltzer
President, Compass Managed IT, Inc.
360-839-2549



See What Other Business Owners Are Saying:



Proactive & Secure with Immediate Help – A Worry-Free Experience.

We have been with Compass Managed IT for years. When we started with them, our servers were not properly backed up, our network structure was a mess and our users couldn't get the IT help they needed. Compass restructured our servers and network, and now we have proper redundancy and backup capability, so **I never have to worry about data loss or downtime in the event of a failure.**

We are a medical practice, so protecting Protected Health Information from data loss and intrusions is paramount. Matthew Meltzer, **the President of Compass, is passionate about security and HIPAA compliance.** This means that he is just as invested as we are in protecting our clients' information and ensuring they stay protected. He works with us to make sure this happens.

With a suite of proactive technologies, and human vigilance, Compass keeps us protected and safe. They also help us with our day-to-day IT problems, usually immediately. We trust Compass to take care of our users, our infrastructure, and our data. They worry, so that we don't have to.

Greg Cassileth
Business Executive
Cassileth Plastic Surgery
Beverly Hills, CA



Reliable with Sensible & Specific Solutions.

A breath of fresh air!

What a refreshing experience it is to have not only intelligent but reliable IT help. **We are a new client of Compass Managed IT** and Matthew Meltzer is

a breath of fresh air!

Our business needed a complete overhaul, and they sorted through our specific needs and offered sensible solutions. I can not tell you how thankful I am to have access to help in real-time and maintain productivity in those crucial moments. Change is never easy, but with patience and a good support team, I can honestly recommend Compass Managed IT.

Give them a call and try them out!

Julie Raphael
Office Manager/Patient Care Coordinator
Office of Dr. Barbara Hayden
Santa Monica, CA



Consistent, Professional Cyber-Security Within Your Budget.

Choosing Compass Managed IT is a decision you won't regret!

In this day and age, we consider information, software and hardware security measures as essential. Since we have been with Compass Managed IT, our hardware, software and information is now highly secured and the information is sufficiently backed up. We are most thankful for this!

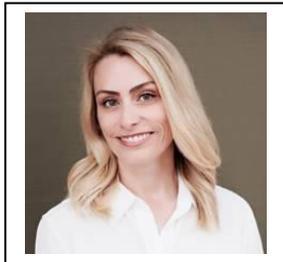
Compass Managed IT actually listened to our concerns and found the best method to address those issues while staying within our budget. They are highly focused on maintaining increasingly important cyber-security measures and minimize the risk we face of being ravaged by a cyber-attack.



Choosing Compass Managed IT is a decision you won't regret. They are extremely knowledgeable in the realm of IT and they WILL use that knowledge to service you with integrity and persistence. They will resolve your IT issue in a way that you don't feel like you are being brushed to the side so they can move onto the next client.

If you want excellent IT service, call them today!

Marcia Sommer & Terry Sommer
Owners
Sommer & Sommer, LLC
Portland, OR



Less Stress, No Regrets – 100% Satisfied!

Reassigning our IT issues to Compass Managed IT relieves the workload of our internal staff. Because of Compass Managed IT, we can focus on our business and on what we do best without spending time worrying about our IT.

Compass Managed IT has been better with responsiveness, professionalism and solution focused forward thinking than any of the previous IT companies we've had. **We are able to focus all of our staff's attention on our company goals!**

If you're on the fence, call Matthew – he'll spend the time required to make you feel confident about your decision. **We've been 100% satisfied with our choice!**

Kelli Wilson
Fiberglass Hawaii
Ventura, California



The Top 7 Reasons Why You'll Want To Outsource Your IT Support To Us:

1. Speak To A Real Person!

You will always reach a real human being during business hours. If you have an issue, just give us a call!

2. Personalized Service Based Upon Your Needs

We understand that your money and time is valuable, so we ensure that our service to you and your network is tailored to what you need. We schedule regular technology business reviews where we sit down with you and discuss your initiatives and goals to make sure your IT needs are covered for whatever your future business plans may be.

3. Monitored Security 24/7, 365 Days a Year!

While you are working with us, we will ensure that your security is regularly monitored. You will not have to worry about getting a virus or being hacked - we will see the security issues before you do and be on any issues before you notice! This means you can focus entirely on your business and doing what you do best.

4. We Speak In Simple Terms

The IT industry can be confusing, and we understand that. We want you to be confident that you know what is happening. While we are building your network to your specifications, we will keep you up to speed along the way as to what is happening and why, using common English words rather than industry-specific jargon.

5. Hassle Free HIPAA Compliance

Compass Managed IT offers a Managed Compliance Services Program tailored to meet your HIPAA security compliance requirements. The industry failure rate for HIPAA compliance audits on practices that do not have our service is 94% - Make sure that's not you!

6. You Can Come To Us For Anything IT Related.

Do you have any questions regarding IT or need help with anything? Give us a call! We'll always be happy to answer your questions and help!

7. Unlimited Help-Desk Support

We strive to ensure that you're taken care of as best as possible, so we offer unlimited help-desk support during business hours with every one of our service agreements. That means that any issue you run into while going about your day-to-day functions, you can call us for and we will help you resolve that issue.

8. Risk-Free 30-Day Money Back Guarantee!

We will do everything we can to make sure that you are satisfied with our services. Within 30 days of activating a service contract, if you decide that we're not an absolutely great fit for you company, we will return your money to you.