

# “What Every Business Must Know About Hiring An Honest, Competent, And Responsive IT 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 IT Consultant Before Giving Them Access To Your Company's Network**

Choosing the wrong IT consultant to support your network can not only be incredibly frustrating and expensive, but you could end up costing you in downtime, data loss, and expensive repair bills, not to mention the headaches and frustration!

### **Read this guide and you'll discover:**

- ✓ The “dirty little secret” to 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 IT 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 an IT 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 an IT support firm.

### **Provided by:**

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Dear Colleague,

**Choosing an IT 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, but won't tell you that up front. 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.

## **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 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.

## About The Author



Hello, my name is Joseph Martin. I would like to tell you a little about me and my company, Carolina IT Group.

I was born and raised in Greenville, North Carolina. I went to a small school and graduated with only 30 people in our class.

I had initial aspirations in life to be an Electrical Engineer. After two years of college I decided to broaden my horizons and enlisted in the U.S. Navy to see what I could learn from Uncle Sam. That's a decision I have never regretted.

Some of the most important things I learned after 6 years in the military was not about electronics or computers, but what it takes to succeed. Things like; teamwork, leading others, attention to details, setting goals, and never giving up. To this day, I still start my day at 4a.m. to exercise for an hour, and set my goals for the day. For any Tony Robbins fans reading this, we call this the Hour of Power.

In 1995, shortly after being honorably discharged, I decided to start a small retail computer business in Greenville. But after 3 years in the retail world and being undercut by the 'new in town' retail giants like Circuit City and Office Depot, I changed our focus of the company to providing IT service and support to local businesses.

Since then I have made it my company's mission to give our clients fast friendly IT support they can trust and rely on. Our clients recognized and rewarded our honest and excellent service by telling their friends and business associates about us.

And here we are, 20+ years later still going strong. The technology may have changed a lot since I first started, but our commitment has not. ***We remain focused on giving your business the honest advice and expert IT support it needs to succeed!***

I hope that you gain some insight from this report into what you should look for in an IT support company. Please do not hesitate to contact me if you have any questions, comments or concerns.

Sincerely,  
Joseph Martin  
President & CEO

## 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 from 8:00 a.m. to 6:00 p.m. and give our managed services 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.

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

**Our Answer:** We guarantee to have a technician working on a problem within 5 minutes or less of your call. This is written into our managed services agreement because it's standard procedure.

**Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across arrogant and make you feel stupid for asking simple questions?**

**Our Answer:** Our technicians are trained to have the 'heart of a teacher' and will take time to answer your questions and explain everything in simple terms.

Just look at what Jeremy Cucinella with Text Books Brokers had to say below. Jeremy has 6 locations spread across eastern North Carolina and we help ensure his computers and network are ready at all times:

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*We have been using Carolina IT Group for around 8 years. The other companies that we used in the past were unreliable. These guys are knowledgeable, competitively priced and fast. When we have issues, they are very easy to get up with and come out quickly to handle our problem. I am definitely glad we switched to Carolina IT Group. We now have a much more reliable network and I tell everyone that ask to use the Carolina IT Group.*

**Jeremy Cucinella ~ Text Books Brokers**

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**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 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 is to help our clients be more profitable, efficient and competitive with these meetings.

**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, why, and when so you never have to guess what you are paying for. We also double check our invoices for accuracy before they are sent to you.

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

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

True Story: A few years ago Geek Squad was slapped with 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.

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

**Our Answer:** All projects are fixed priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free 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 24x7x365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?**

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

**Q9: Do they provide you with a 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:** Our managed services clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard drive space, backups, speed and performance, etc.).

**Q10: Is it standard procedure for them to provide you with written, network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom?"**

**Our Answer:** All managed services clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your

organization have this information and know how to use it, giving you complete control over your network.

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

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

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

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

**Our Answer:** Our *STRESS-FREE Ultimate Level* 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 network upgrades, office moves, or adding/removing users?
- Is hardware and/or software included?
- What about 3<sup>rd</sup> party software support? (We recommend that this IS included).
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Do they offer a money-back guarantee?
- If the hardware and software is included, what happens if you cancel the contract?
- Are offsite backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about onsite support calls? Or support to remote offices?
- Are home based PCs used to access the company's network included or extra?

**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 recommend that our clients use tape backups because they are incredibly unreliable and slow. We highly recommend that all of our clients have a disaster recovery plan including onsite and offsite backup. At the very least, critical data should be backed up offsite and full system backups should be performed onsite to removable hard drive data cartridges that can be physically removed offsite each day. Even better is our backup and disaster recovery solution that offers onsite and offsite full system image backups in one solution at a very attractive monthly fee. This type of solution ensures the most secure data backups and the fastest recovery time in the event of a hardware failure or total building disaster.

**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 a monthly “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.

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

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

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

**Our Answer:** All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

### **Technical Expertise And Support:**

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

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

**Q18: Do their technicians maintain current vendor certifications and participate in 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. Plus, our hiring process is so stringent, 99% of the technicians who apply don’t make it through (guess who’s hiring them?)

**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.

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

**Our Answer:** Our clients can choose to have us be their vendor liaison with all line of business applications. That doesn’t mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

**Q21: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say “that’s not our problem to fix?”**

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

# The 4 Most Costly Misconceptions About Computer Maintenance and Repair

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

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

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

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network.
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam filter installation and updates
- Spyware 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, flush the transmission, and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and cars are far simpler than a computer network!

**If your IT support company does not insist on some type of regular, automated monitoring or maintenance of your network, then DO NOT HIRE THEM.** Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn't offering you these services, you need to find someone else to support your computer or network for two reasons:

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*
2. They recognize that they are *profiting* from your computer problems and don't want to recommend steps towards preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your



system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

Either reason is a good one to get as far away from that person as possible!

## **Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.**

Most people look for a part time “guru” for one reason: to save a few bucks; but this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend, or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone on price alone.

## **Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.**

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those that are just starting and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they don't have to pay them at all – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which 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 machine?

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 POOR 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 20 years and have customers who've been with us that entire time.

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

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was 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 fee, flat rate. Here's why...

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

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

## **5 More Mistakes To Avoid When Choosing A Computer Consultant**

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.
2. **Choosing an IT 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 an IT consultant without speaking to several of the 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.

4. **Choosing an IT consultant who cannot remotely monitor, update and support your network.** In this day and age, an IT 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 help AVOID problems from cropping up in the first place.
5. **Choosing an IT consultant who isn't trained and experienced in the technologies you use to run your business.** Unlike many other professions, IT consultants and firms are not required to be certified by the state or even mandated to have any experience in the technology field. Literally anyone can hang up a shingle and call themselves an IT consultant. Many "IT consultants", especially in the current economic climate, have been laid off from corporate jobs and feel that it's easy to run a technology consulting business from their basements. Hire someone that has real experience and expertise in working with business technology needs.

## 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 and Assessment. This is, of course, provided for free with no obligations and no expectations on our part.** I want to be clear that this is NOT a bait and switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

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

Looking forward to your call!

Carolina IT Group  
Phone: (252) 227-0491  
Web: [www.carolinaitg.com](http://www.carolinaitg.com)



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

As a prospective customer, we would like to offer you a FREE Network Health Check and Diagnosis (\$297 value). During this health check we will perform a comprehensive 27-point analysis 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 that MOST anti-virus tools and software can't detect or won't remove
- ✓ 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:**

You can visit our website and complete the request form at:  
<https://carolinaitg.com/free27> - or call us at (252) 227-0491.

## Here's What A Few Of Our Clients Have Said:

### Advanced Health & Rehabilitation Center

"Always take our concern seriously and immediately respond"



**Dr. Brian Kean**  
President of  
Advanced Health &  
Rehabilitation Center

We have been using Carolina IT Group for over 10 years. Prior to using them, we used various local computer companies and other people. They managed to get the job done and our systems working, but we were always oblivious when it came to maintenance care and monitoring. The inconsistencies in their service slowed down our production and reflected upon us negatively due to long wait times for service. This, in turn left us without the tools needed to properly care for our patients.

We rest easier at nights knowing that all of our important and private patient information is safe, secure and there is someone on the other end monitoring and ready to act if ever needed. The implementation of our new office server took us light years ahead of the competition and has increased our ability to service a great number of patients daily. With peace of mind and confidence that our systems are working appropriately, we can put our focus on our main priority of patient care.

He has assisted us with so many aspects of the business. From computer repair, to software advise and installs, we are never let down. I always enjoy their knowledgeable team visiting and talking with them over the phone. They are always willing to go the extra mile and explain the process of things as well as teach me and our staff ways to help avoid issues in the future. That alone is priceless.

All our issues seem to take high priority with Carolina IT Group. While I know they have several high-profile customers, they always take our concern seriously and immediately respond. We could not have a better or more dependable company to work with for all our IT needs.

I would tell people, and I have told them, that there is no other company to call in Eastern NC but Carolina IT Group. I believe that a good company stands behind its product, treats others with respect, does as it says it's going to, and does not take advantage financially of those that may not know better, Carolina IT Group is certainly a wonderful representation of all those qualities and more..

## The Robert Taylor Group

“Good folks that do a great job for a fair price”



**Ken Lang**

President of The Robert  
Taylor Group

I have been using Carolina IT Group for several years. The company we used before was very spotty but now that we use Carolina IT Group our service is very good.

Whenever we have an issue it is very easy to get up with them to handle our problem and they handle it on a very timely bases. They are **very helpful about suggesting new ideas** to help us out. They are good folks that do a great job for a fair price.

## ACF Insurance Services, Inc.

“They are so nice to deal with, so it is a no brainer for us”



**Matt Alala**

President of ACF  
Insurance Services, Inc.  
[www.acfinsurance.com](http://www.acfinsurance.com)

I have been using Carolina IT Group for 4 years. The provider we had before was good, but now that we use Carolina IT Group it's even better than before! Whenever we have any issues or emergencies it is very easy to get assistance and the issues get resolved very quickly. I am very glad I switched too!

Carolina IT Group helps us stay up with technology and changes so that we have secure and reliable systems. They are so nice to deal with, so it is a no brainer for us as to why we chose them. Plus, **I would refer my best friend in a second** to use Carolina IT Group.

## The Appraisal Advantage

“Switching to Carolina IT Group was one of the best business decisions”



**Ashley Barker**

Owner of The Appraisal  
Advantage

We have been using Carolina IT Group for 10+ years. The service from other IT companies was erratic and undependable at best. However, **now our service is quick, reliable, and personable**. Whenever I have an IT issue, help is just a phone call away. All of my IT issues get resolved quickly, which is very important to minimize my office downtime.

Switching to Carolina IT Group was one of the best business decisions that I have made. They give me the peace of mind in knowing that if I do have an IT issue, it will be resolved within a very short period of time and my office will be back up and running.

I have recommended Carolina IT Group to several of my friends for their businesses and will continue to do so!

## Car Mart of Greenville

**“things are fixed right the first time”**



**Steven White**  
Car Mart of Greenville

My name is Steven White and I work at Car Mart of Greenville. I am the president, buyer, and controller for the company. We have been using Carolina IT Group for 8 years. The company we used before was sloppy and slow. Now that we are with Carolina IT Group, they are punctual, things are fixed right the first time and they have very fair pricing!

When we have issues and have to call, **it is easy to get help and they resolve the problem quickly.** I would say that these folks are polite, easy to get along with and got our computers running faster. I would tell any and every one to call Carolina IT Group.

## Textbook Brokers

**“We now have a much more reliable network”**



**Jeremy Cucinella**  
Regional Manager for  
Textbook Brokers

We have been using Carolina IT Group for around 8 years. The other companies that we used in the past were unreliable. These guys are knowledgeable, competitively priced and fast. When we have issues, they are very easy to get up with and come out quickly to handle our problem. They also get things resolved very quickly!

**I am definitely glad we switched to Carolina IT Group.** We now have a much more reliable network and I tell everyone that ask to use the Carolina IT Group.



## Gregory K. James, P.A. Attorneys at Law

**“We are very glad that we switched to Carolina IT Group”**



**Greg James**

Owner Gregory K. James, P.A.  
Attorneys at Law

We have been using Carolina IT Group for over 5 years. Before, we were using an independent person to take care of our computers and servers. Now that we use Carolina IT Group our IT service has been excellent. If we do have issues, we have **no problems getting our issues handled quickly.**

We are very glad that we switched to Carolina IT Group. We now we have a peace of mind, plus they are very understanding and patient. I would tell my best friend to call the Carolina IT Group if you want the best.

## Dimensions Professional Search

**“I would not hesitate to recommend Carolina IT Group”**



**Jeff Sutherland**

Principal Partner at Dimensions  
Professional Search

I have been using Carolina IT Group for around 10 years. The company I used before was adequate, but very overpriced. Now that I use Carolina IT Group, they have helped us change from a local network environment to a cloud based network environment and has managed our IT infrastructure since then.

When we do have a problem, it is very easy to get in touch with Carolina IT Group and they can check the problem remotely or come to our site if necessary. They have any problems resolved very quickly. **I am definitely glad we switched** and I would not hesitate to recommend them as an IT vendor of choice.