

“What Every Business Owner Must Know About Hiring A Fairly Priced, Competent, Responsive and Genuine Computer Consultant.”

Don't Trust Your Company's Critical Data And Operations To Just Anyone! This Business Advisory Guide Will Arm You With 24 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network

Choosing the wrong computer consultant to support your network can 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 computer support).
- ✓ 24 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.
- ✓ 5 Mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.

Provided as an educational service by:

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From The Desk of: **Joe Yetto**
Business Development, TAG Solutions

Dear Colleague,

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

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know what they are doing. Sometimes this is out of greed for your money; but more often it's simply because they don't have the skills and competency to do the job right, 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.

Dedicated to serving you,

Joe Yetto
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The TAG Solutions Philosophy

We believe that entrepreneurship is the foundation to our nation's economic engine. The vast array of businesses spawned from the bold and creative minds of entrepreneurs in our community depend on computer systems and other technologies to function. We believe it is our duty to alleviate the headaches and complexities associated with computer systems so that these organizations can focus on their core business, rather than the "slow computer".

Our approach is designed with a few things in mind:

Simplicity – The computer industry is the proud home of mind-numbing jargon, confusing acronyms, and a vast collection of shiny components with blinking lights. We revolt against complexity, and promote simplicity.

- Our helpdesk is easy to contact, and always available
- Our technicians do not speak jargon
- Our approach is consistent and systematized
- Our networks and computer systems are simple and easy to use
- Our billing is straight forward and predictable

Service – We do not hire arrogant, condescending technicians and consultants, we **only** employ employee customer advocates who demonstrate a "do-whatever-it-takes" attitude and provide over the top customer experiences.

- Your computer frustration creates physical pain for our staff
- We have written guarantees
- We are always available, and ready to respond
- When you call for service a technical resource answers the phone and immediately begins troubleshooting your problem. We do not funnel calls through a "dispatcher" because that would only increase the time it takes to resolve your issue!

Mastery – If we cannot fix computer and network problems, then we have failed. We recognize that our core business is technology. We value professional development and training. Our technical staff has spent years mastering their skillsets and has routinely fixed problems that others could not.

- We possess the highest levels of technical certification
- We stay current, and are constantly learning
- We have decades of professional experiences, chances are – we have done it before
- We employ over 20 full time technical resources

24 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 7:00 a.m. to 6:00 p.m. and give all clients an emergency after hours number they may call if a problem arises, including weekends and holidays. More importantly, our technicians answer the phone and are ready to start fixing computer problems immediately. Why? Because computer disruptions should be addressed immediately, there is no reason to wait for a call back – and - many of the people we support work outside normal hours. If they cannot access their computer network AND can't get hold of anyone to help them, it is 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 30 minutes or less of your call. This is written into every service agreement we give to our clients because it's standard procedure. More importantly – it is supported by a 100% money back guarantee.

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 take time and answer your questions and explain everything in simple terms. We do not use jargon or industry acronyms. We communicate with end users during every step of the troubleshooting exercise. You will know that we have received and understand your service request; you will know what we are doing to resolve your trouble, when we are going to do it and how long we expect the work to take. Lastly, you will know when the issue is resolved because we take the time to test functionality and verify the fix before we considered the work to be complete.

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 monthly workshops designed to help our customers de-mystify the complex nature of computer networks. We discuss asset management, risk appetite, disaster recovery planning, emerging technologies and much more. Just look at what VNA of Albany Inc & Affiliates had to say:

“Russ Thomas has been a great asset to our company. His proactive approach, helpfulness, and expertise goes above and beyond just "fixing hardware and software issues." He regularly sits down with me and discusses our current issues, steps we can take to resolve them, and future projects that should be thought of. I really do appreciate the time he takes to sit down and discuss our infrastructure and improvements that can/should be made.” – Brian Leamy, Controller, VNA of Albany Inc & Affiliates.

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. Our customers have access to an online portal where they can quickly see details about all service requests they submit, including the actual time entries logged by our technicians.

Q6: Do they have adequate liability insurance as well as workers compensation insurance to protect YOU?

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

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 24-7-365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

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

Q9: Do they charge extra if a technician needs to be dispatched?

Our Answer: No, we will never charge extra for a technician to be dispatched. We recognize that many times it is faster to resolve a problem remotely, but there are still situations that require a technician's local presence. In most cases, we can have a technician arrive at our customer's office within 15 minutes – no extra charge.

Q10: Do they guarantee that a technician will always be available?

Our Answer: Yes. We have over 20 full time technical resources; you will not have to wait for assistance.

Backups And Disaster Recovery:

Q11: Do they INSIST on providing a concrete and functional data backup strategy?

Our Answer: We do not allow our clients to not have a great back up strategy. By "great" we mean that the backup strategy has to incorporate critical data and systems, it has to serve the recovery objectives of the organization and it has to be tested on a regular basis. It sounds like a lot of work, but we do as part of our IT support program for no additional cost!

Q12: 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 an annual “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.

Q13: 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.

Q14: 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:

Q15: 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.

Q16: 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, 90% of the technicians who apply don’t make it through (guess who’s hiring them?)

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, 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 line of business applications for our clients. That doesn’t mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

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.

Doing Business With:

Q20: If you decide to cancel a service agreement with your computer consultant would you have to pay an expensive cancellation fee?

Our Answer: Our service contracts can be cancelled at **any time**, for **any reason** without penalty. You will not find a cancellation fee in our contract. Unlike most computer consultants, we feel the need to hold ourselves accountable and never hide behind legal jargon like “Cancellation Fees”. Guess what happens? Our technicians completely understand that our clients have the freedom to choose a new computer consultant at any time, for any reason – and – that one bad experience can be all it takes for them to fire us. So... we are always on our “A Game”. The lack of a cancellation policy in our contracts makes it easier for clients to do business with us and encourages our technicians to be excellent at all times.

Q21: Are your IT support cost predictable and affordable?

Our Answer: Our IT Support program offers an “all you can eat” IT support service for a predictable and affordable fixed monthly fee. We do not bill for “out of scope” services because – our program is all inclusive, everything is included! Your bill will not fluctuate from month to month; your pricing is absolutely locked in for the duration of your contract term. Finally, our programs are affordable and can scale up and down, from enterprise to small businesses incredibly easy. We are always less expensive than hiring an employee to provide IT support and we guarantee to have a lower price than our competition.

Q22: Do you receive proposals and sales quotes for things you do not want or need?

Our Answer: Our competitors will assign an aggressive and pushy sales representative to “manage” your account. They have a quota assigned to them, and will regularly look for you to spend precious dollars on hardware, software and services – that you probably do not need – just to help satisfy that quota. WE will never assign a sales representative to “manage” your account. Instead, you will have access to a dedicated Technical Business Analyst (TBA) who **does not** have a quota and **will not** try to sell you crap all...the... time. The TBA works with members of your organization to forecast IT needs in alignment with the execution of your organization strategic plan. They create a comprehensive roadmap that considers important challenges such as capacity planning, emerging technologies, security threats, asset management and much more! We do not charge extra for this service. We simply want our business relationship to be about YOUR agenda, not ours.

Q23: Is there an active and productive client feedback loop available for you to express concerns or offer suggestions?

Our Answer: We love, love, love feedback from our beloved customers. Please do not be bashful! Give us the Good, Bad and Ugly.

What we do with the “Good” Feedback:

We use positive client feedback to reinforce the behaviors of our employees that create memorable customer experiences. We celebrate perceived “good work” with employee awards, company BBQs and everyday praise. We want our staff to be crystal clear on what is we do or do not do that create “raving fans” amongst our clients.

What we do with the “Bad” Feedback:

We use negative client feedback as a fantastic and effective learning tool. Criticism remains anonymous; we do not share the source with our employees. We do however, discuss the feedback publicly and learn from mistakes. We also use this information to drive innovation efforts that will create processes, programs, and methodologies that our clients demand. A few examples of this are:

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1. First Call Resolution – Many of our customers wanted to call TAG and speak with a Technician directly rather than be routed through a non-technical dispatcher. We listened, and today all service calls are routed to available technicians and engineers who are ready to help!
 2. Closed Ticket Notification – Customers were often left wondering if a trouble ticket they had opened was ever resolved. Typically, the trouble had been fixed but TAG failed to properly notify the customer. We listened and today all trouble tickets that are closed generate a Closed Ticket Notification that is emailed to the client complete with a description of what was done to resolve the original issue.
- These are just a few of many examples. We hope you will help us improve by giving us feedback!

What we do with the “Ugly” Feedback

We are not sure what the delineation is between “Bad” and “Ugly” feedback... no worries , the classification does not change our intent to learn from our customers!

Our clients can email appreciated thoughts to feedback@tagsolutions.com , respond to our bi-annual Net Promoter Survey, or simply call anyone of our employees at any time.

Q24: Does your Computer Network have to be “Certified” before eligible for support?

Our Answer: Many of our competitors will require you to pay for a “Network Assessment” **before** they will onboard you as a full time client. Some will even offer this service for free. Do not be fooled by their pitch. The “free assessment” is a clever sales tool designed to:

1. Create a False Sense of Urgency – The report you will receive will be littered with “Critical Findings” and tons of “High Priority” recommendations. They are designed to make you feel like your computer network is a ticking time bomb, ready to explode at any minute.
2. Provide biased and subjective findings
3. Promote costly and unnecessary “remediation”

The 3 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
- Planning for emerging technologies

Just like a car, if you don't change the oil, replace the filter, rotate the tires, flush the transmission, and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and cars are far simpler than a computer network!

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

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*

2. They recognize that they are *profiting* from your computer problems and don't want to recommend steps towards preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

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

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

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

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

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

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

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

1. They improperly diagnose problems, which mean you're paying them to fix the WRONG thing and STILL won't resolve your problem.
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?

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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. 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 thousands of customers who've been with us that entire time.

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

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

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

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

5 More Mistakes To Avoid When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.
2. **Choosing a computer consultant that doesn't have a written money-back guarantee.** In our view, a good consulting firm should be accountable for their services and fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

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

- 3. Choosing a computer consultant without speaking to several of 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 a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the stone ages. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come onsite; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems from cropping up in the first place

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

Two reasons:

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

Looking forward to your call!

Joe Yetto
Phone: (518) 292-6500
www.tagsolutions.com

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

Are computer problems driving you crazy but you don't know what the problem is or who you can trust to fix it? If so, we can help!

Put that credit card away! As a perspective customer, we'd like to give you a FREE Network Assessment (a \$2,000 Value) to:

- Diagnose slowness, problems or concerns you may have with your computer network and explain in plain English what your options are for resolving them quickly!
- Verify your data backups are working and configured correctly.
- Search for hidden security loopholes that hackers can use to invade your network.
- Review virtualization, storage and cloud computing technologies to make sure you benefit from optimal performance.
- Answer any questions about upgrade, licensing, warranties, remote access, disaster recovery plans or any other project you have in mind.

There is ZERO cost or obligation to buy anything when you request this service. This is simply our way of giving you a risk-free method to 'sample' our services before having to make a commitment or payment. We don't expect everyone to become a client, but we're sure that a good percentage will end up being long-term cherished customers like Bruce:

"TAG Solutions support team has been extremely responsive to the needs of our multi-location IT infrastructure. They have provided service around the clock to solve the complex networking issues involving not just several local locations but a multitude of international sites as well. Their monitoring software alerts them as well as us to issues before they would have been reported, allowing them to address the issue before it becomes a problem." – Bruce G. Perin, IT Systems Manager, CG Power Soltions USA.

Claim your FREE Assessment now by simply filling out the request form on this page that can be mailed or faxed back to us – **or** - Call us at (518) 292-6500 – **or** - email your request to freeassessment@tagsolutions.com.

FREE NETWORK ASSESSMENT FAX / MAIL BACK FORM

Name & Title: _____

Company: _____

Phone: _____

E-mail address: _____

Current IT Provider: _____

Number of PCs: _____

Immediate Concerns: _____

Thank You!

Please fax this form back to:
(518) 292-6510

Mail this form back to:
Attn: TAG Solutions
12 Elmwood Rd
Albany, NY 12205