



The Top 10 Reasons Why You'll Want To Work With Us

- 1. We SPECIALIZE in Working With Fast-Growth Companies and dedicated Non-Profits.** That means we understand your incredibly hectic and stressful work schedule and WHY it's critical to remove obstacles, frustrations, and technical problems to keep you productive. We understand your desire to eliminate waste, extra steps, workarounds and manual labor.
- 2. We Have The Unique Ability To Address Your IT Needs – From Vision Through Long-Term Support.** We assist from vision to design and planning, to product specification through pricing and acquisition, to installation, implementation, documentation and project management, to post-project support of you and/or your users. This allows you to have one consistent team to work with that understands your environment, your people, how you work and your history, which means you don't have to waste time educating us.
- 3. Everyone on the IT Pros Management Team has 5 or more years of IT experience.** Since we provide all our technicians with continuing education opportunities, they're always up to date on the latest technology. We believe that every business and nonprofit organization deserves to experience Fortune 500-level IT service and support! That's exactly the level of quality in our work and customer service that we strive for every day at IT Pros Management. We believe in proactive, not reactive service. With our state-of-the-art network monitoring and management, we watch your network 24/7. That way, we can identify potential issues before they become problems.
- 4. We Use Our Vendor Relationships To YOUR Advantage.** Having an advanced level of partnership with key vendors (Microsoft, VMware, Apple, Cisco, and Dell) allows us access to special pre- and post-project assistance support levels that most "partners" do not have. We are able to provide the right solutions, priced right and validated by the vendor, so if any issues come up, we can get them resolved quickly and effectively.
- 5. We Support Both On-Premise And Cloud Solutions.** Some IT firms won't offer or recommend cheaper cloud solutions because THEY make less money. Our philosophy is – and always has been – to offer what's BEST for the customer, not us. That's how we keep so many customers long-term. We'll base our recommendations on what YOU want and what YOU feel most comfortable with. Our job is to lay out your options, educate you on the pros and cons of each and guide you to the best, most cost-effective solution for you.
- 6. All Projects Are Completed As Agreed On And On Budget.** When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. We guarantee to deliver precisely what we promised to deliver, on time and on budget. We can offer our agreements on a fixed-fee basis so you know exactly what you're going to pay, not a penny more.
- 7. We Have Flexible, Tailored-To-Your-Needs Support Options To Help You Better Manage Your Environment.** We provide our customers with a variety of managed support options, ranging from back-end maintenance and monitoring for issues to user help-desk support with ticketing to strategy and budget and asset/license life-cycle management. We have successfully provided these services for over 7 years and can create a solution specifically for you and your team.
- 8. We Are One Of A Few Elite Microsoft Office 365 Partners In The Country.** They call us their "SMB Champions." Migrating to Office 365 and other cloud solutions is NOT something you want to attempt on your own. There are dozens of ways an improper setup can cause problems, systems that don't work, lost data and e-mail, and a host of other problems – you need someone with experience in multiple environments with a variety of clients. We have that experience – from a small office with 50 employees to a full Office 365 migration for a customer with 500 employees, we can help.
- 9. Our IT Service Team Guarantees A Response Time Of 1 Hour Or Less.** You can request service online with our streamlined service ticket system. Or, you can simply give us a call. A live person always answers our phone. By logging into your PC or server remotely, we can resolve several IT issues without you ever having to wait for a technician to travel to your location. We have been a respected IT leader in Los Angeles since 2011. Dozens of companies and non-profits come back to us year after year for their IT needs.
- 10. Our IT Service Will Handle All Your Technology Needs.** This includes hardware and software management, vendor relationships for your internet connectivity, maintenance renewals, and all your other IT needs. We promise to speak to you in plain, easy-to-understand terms. As a result, you'll know exactly what your technology issues are and what we're going to do to resolve them. Let us handle your technology so you can focus on your business!