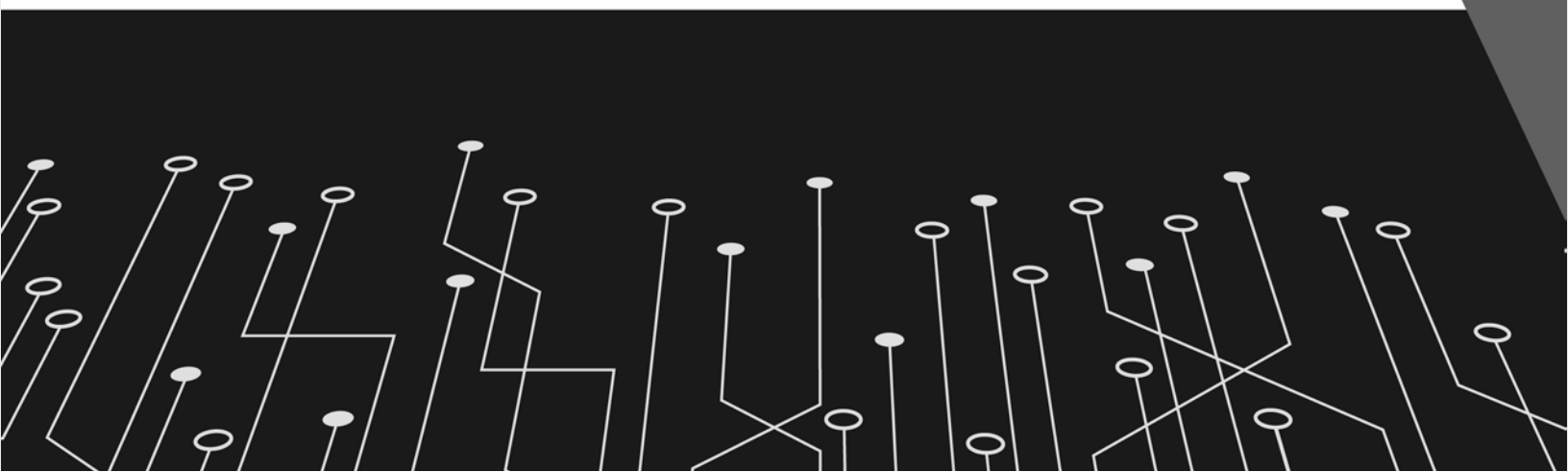


# 21

# Critical I.T. Security Questions



A Free Education Guide By:  
**Computer Troubleshooters of Tysons**  
[www.ct-tysons.com](http://www.ct-tysons.com)  
(703) 281-1017

# What Every Business Owner **Must** Know About Hiring An Honest, Competent, Responsive And Fairly Priced I.T. Services Firm

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This Business Advisory Guide Will Arm You With  
21 Critical Questions You Should Ask Any I.T. Consultant  
Or Company Before Giving Them Access To Your I.T. Systems

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

- The “dirty little secret” of the I.T. support industry that most people don’t know and will never be told by their I.T. guy (this will surprise you).
- 21 revealing questions that will help you instantly spot an unethical or grossly incompetent I.T. support technician in minutes.
- 4 costly misconceptions most business owners have about I.T. services and what you need to consider when selecting an I.T. firm.
- Hackers, ransomware and data theft: what you REALLY need to know to protect yourself from a costly, devastating ransomware attack.



**From the Desk of: Clint Henderson**  
**President, Computer Troubleshooters of Tysons**

Dear Fellow Business Owner or Executive,

**Choosing the right I.T. company is a daunting task.** Pick the wrong one and you could end up locked into a contract where frustrations and costs mount as you get hammered with constant I.T. problems and horrible service.

Pick the *right* one and you'll breathe a sigh of relief as your I.T. problems disappear and you gain complete peace of mind that your data and company are protected. Problem is, they all *sound* good and *promise* to be proactive, responsive and professional, but how can you really know who the good guys are until you sign a contract and turn over the "keys" to your company's network?

**You can't, and that's why we wrote this executive guide.** We want to help business owners avoid the frustration and losses that can result in hiring the wrong I.T. firm by asking the right questions and knowing what to look for in advance. There are signs, but you have to know what to look for.

Sadly, there's no shortage of horror stories about incompetent I.T. "gurus" bungling jobs and causing MORE problems as a result of their gross incompetence, lack of qualified staff and poor cyber security skills. I'm sure if you talk to your friends and colleagues you will get an earful of the unfortunate experiences they have encountered in this area.

Part of the problem is that the I.T. services industry is not regulated like most other professions, which means ANYONE can claim they are an "I.T. expert." **This means you, the consumer, must be far more diligent about who you choose to provide I.T. support and arm yourself with the information contained in this report.**

From misleading information and unqualified technicians to 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.

The information in this guide is provided to help raise standards within the I.T. support industry and to give YOU useful information to help you guard against the lack of ethics or incompetence of some I.T. companies and technicians.

Dedicated to serving you,

A handwritten signature in black ink, appearing to read "Clint Henderson", with a long horizontal flourish extending to the right.

Clint Henderson, CEO



## About The Author



**Clint Henderson** is President of Computer Troubleshooters of Tysons and is a veteran I.T. specialist and network engineer with more than 35 years of experience in the I.T. services industry. Clint has worked with hundreds of companies nationwide, in various industries, including medical, dental, veterinary, construction, law firms and wealth management firms.

Computer Troubleshooters of Tysons is a locally-owned and operated technology solutions business that works to provide outstanding value to their clients by providing exceptional products and services that are tailored to fit individual client needs and budget, while still delivering the highest standards in technology .

For more than 15 years, Computer Troubleshooters of Tysons has grown and evolved with the I.T. services industry to provide clients with cutting-edge products and solutions tailored to fit the unique needs of small business and residential clients.

Computer Troubleshooters of Tysons serves Northern Virginia, Maryland and DC area.



# 21 Questions You Should Ask Your I.T. Services Company Or Consultant Before Hiring Them For I.T. Support

## Customer Service:

### Q1 When I have an I.T. problem, how do I get support?

**Our Answer:** When a client has a problem, we “open a ticket” in our I.T. management system so we can properly assign, track, prioritize, document and resolve client issues. However, some I.T. firms force you to log in to submit a ticket and won’t allow you to call or e-mail them. This is for THEIR convenience, not yours. Trust me, this will become a giant inconvenience and thorn in your side. While a portal is a good option, it should never be your ONLY option for requesting support.

Also, make sure they HAVE a reliable system in place to keep track of client “tickets” and requests. If they don’t, I can practically guarantee your requests will sometimes get overlooked, skipped and forgotten.

Requesting support should also be EASY for you. So be sure to ask how you can submit a problem to their support desk for resolution. We make it easy. Calling, e-mailing or submitting a ticket via our portal puts your I.T. issue on the fast track to getting resolved.

### Q2 Do you offer after-hours support, and if so, what is the guaranteed response time?

**Our Answer:** Any good IT company will answer their phones LIVE (not voice mail or phone trees) and respond from 8:00 a.m. to 5:00 p.m. every weekday. But many CEOs and executives work outside normal “9 to 5” hours and need I.T. support both nights and weekends. Not only can you reach our after-hours support any time and any day, our team provides a response time of two hours or less for normal problems, and within one hour for problems marked “emergency,” such as a network being down or a critical problem that is significantly impacting your ability to work.



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Q3

### Do you have a written, guaranteed response time for working on resolving your problems?

**Our Answer:** Most I.T. firms offer a 60-minute or 30-minute response time to your call during normal business hours. Be very wary of someone who doesn't have this IN WRITING – that's a sign they are too disorganized, understaffed or overwhelmed to handle your request. Our written, guaranteed response time is one hour or less.



Q4

### Will I be given a dedicated account manager?

**Our Answer:** Smaller firms may not offer this due to staff limitations, and the owner may tell you they will personally manage your account. While that *sounds* like great customer service, the owner is usually so busy that you'll only be given reactive support instead of proactive account management. Rest assured, from initial call to final resolution, you will work with our SAME dedicated account manager who will know you, your business and your goals.

Q5

### Do you guarantee in writing 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 rein to nickel-and-dime you as well as take as much time as they want to complete a project, racking up fees and leaving you with the option to fire them and start over or pony up the money.



## I.T. Maintenance (Managed Services):

Q6

### Do you offer true managed I.T. services and support?

**Our Answer:** You want to find an I.T. company that will proactively monitor for problems and perform routine maintenance on your I.T. systems. If they don't have the ability to do this, or they don't offer it, we strongly recommend you look somewhere else. 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.



## What is **NOT** included in your managed services agreement?

**Our Answer:** Another “gotcha” many I.T. companies fail to explain is what is NOT included in your monthly managed services agreement that will trigger an invoice. Their so-called “all you can eat” option is RARELY true – there are limitations to what’s included and you want to know what they are BEFORE you sign.

It’s very common for projects to not be included, like a server upgrade, moving offices, adding new computers and, of course, the software and hardware you need to purchase.



### Other things to inquire about are:

- Do you offer truly unlimited help desk? (Make sure you are not nickel-and-dimed for every call.)
- Does the service include support for cloud services, such as Microsoft 365?
- Do you charge extra if you have to resolve a problem with a line-of-business application, Internet service provider, phone system, leased printer, etc.? (What you want is an I.T. company that will own the problems and not point fingers. We are happy to call the vendor or software company on your behalf.)
- What about on-site support calls? Or support to remote offices?
- If our employees had to work remote (due to a shutdown, natural disaster, etc.), would you provide support on their home PCs or would that trigger a bill?

### Our managed services agreement is completely transparent and provides:

- ✓ One bill that is predictable, that you can understand and budget for,
- ✓ One point of contact for all your technology needs and questions,
- ✓ Proactive maintenance of all your systems to ensure they’re up-to-date and running at maximum potential,
- ✓ An environment to keep your employees productive with minimal downtime,
- ✓ Assurance that all networks are secure and data is backed up.

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Q8

## Is your help desk local or outsourced?

**Our Answer:** Be careful because smaller I.T. firms may outsource this critical function. As a result, you may get a tech who is not familiar with you, your network, previous problems and personal preferences. Or worse, they may not be as qualified. This can be frustrating and lead to the same problems cropping up over and over, longer resolution time and you having to spend time educating the tech on your account.

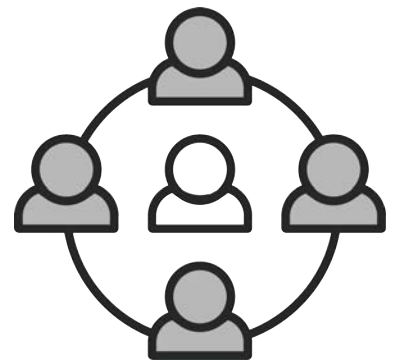
Fortunately, we provide a dedicated technician to your account who will get to know you and your company, as well as your preferences and history. When you work with our local help desk technician, they'll be more capable of successfully resolving your I.T. issues and handling things the way you want.

Q9

## How many engineers do you have on staff?

**Our Answer:** Be careful about hiring small, one-person I.T. firms that only have one or two techs or that outsource this critical role. Everyone gets sick, has emergencies, goes on vacation or takes a few days off from time to time. We have more than enough full-time techs on staff to cover in case one is unable to work.

ALSO: Ask how they will document fixes, changes, credentials for you organization so if one tech is out or unavailable, another can step in and know your network settings, history, previous issues, etc., and how those issues were resolved. This is important or you'll be constantly frustrated with techs who are starting over to resolve a known issue or may screw up something because they don't understand or have a blueprint of your computer network.



Q10

## Do you offer documentation of our network as part of the plan, and how does that work?

**Our Answer:** Network documentation is exactly what it sounds like: the practice of maintaining detailed technical records about the assets you own (computers, devices, software, directory structure, user profiles, passwords, etc.) and how your network is set up, backed up and secured. Every I.T. company should provide this to you in both written (paper) and electronic form at no additional cost and update it on a quarterly basis.

Why is this important? There are several reasons:

First, it shows professionalism and integrity in protecting YOU. No I.T. person or company should be the only holder of the keys to the kingdom. Because we document your network assets and passwords, you have a blueprint you can give to another I.T. person or company to take over if necessary.

Second, good documentation allows the engineers working on your account to resolve problems faster because they don't waste time fumbling their way around your network trying to find things and uncover accounts, hardware, software licenses, etc.



Third, if you had to restore your network after a disaster, you'd have the blueprint to quickly put things back in place as they were.

All our 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 I.T. person to have that much control over you and your company. If you get the sneaking suspicion that your current I.T. person is keeping this under their control as a means of job security, get rid of them. This is downright unethical and dangerous to your organization, so don't tolerate it!

**Q11**

## Do you meet with your clients regularly as part of your managed services agreement?

**Our Answer:** To us, there's nothing more important than face-to-face time with our clients. Therefore, we make it a priority to meet with all our clients at least quarterly or as needed to provide a "technology review."

In these meetings, we provide you with the status updates of projects you're working on and of the health and security of your network. We also make recommendations for new equipment and upgrades you'll be needing soon or sometime in the near future. Our quarterly meetings with you are C-level discussions (not geek-fests) where we openly discuss your business goals, including your I.T. budget, critical projects, compliance issues, known problems and cyber security best practices.



Our goal in these meetings is to help you improve operations, lower costs, increase efficiencies and ensure your organizational productivity stays high. This is also your opportunity to give us feedback on how we're doing and discuss upcoming projects.

**Q12**

## If I need or want to cancel my service with you, how does this happen and how do you offboard us?

**Our Answer:** Make sure you carefully review the cancellation clause in your agreement. Many I.T. firms hold their clients hostage with long-term contracts that contain hefty cancellation penalties and will even sue you if you refuse to pay.

We would never "force" a client to stay with us if they are unhappy for any reason. Therefore, we make it easy to cancel your contract with us, with zero contention or fines. Our "easy out" agreements make us work that much harder to exceed your expectations every day so we keep your business.

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## Backups And Disaster Recovery:

Q13

**Do you insist on monitoring an off-site as well as on-site backup, or they letting you rely on outdated tape backups?**

**Our Answer:** We do not allow our clients to use tape backups because these backups are incredibly unreliable. We also ensure every client has 100% of their files backed up in a manner that would protect against ransomware. NOT ALL BACKUP SYSTEMS PROTECT AGAINST RANSOMWARE, and it's important that YOUR backup system is set up in a way that cyber-attacks cannot corrupt or lock backups.

**TIP:** Ask your I.T. provider about the "3-2-2" rule of backups, which has evolved from the "3-2-1" rule. The 3-2-1 rule is that you should have three copies of your data: your working copy, plus two additional copies on different media (disc and cloud), with at least one being off-site for recovery. That rule was developed when tape backups were necessary because cloud backups hadn't evolved to where they are today. Today, there are more sophisticated cloud backups and BDR (backup and disaster recovery) devices. Therefore, we recommend three copies of your data in three different locations.

Q14

**Do you insist on doing periodic test restores of my backups to make sure the data is not corrupt and could be restored in the event of a disaster?**

**Our Answer:** A great I.T. consultant will place eyes on your backup systems every single day to ensure that backups are actually occurring, and without failures. However, in addition to this, your I.T. company should perform a monthly randomized "fire drill" test restore of some of your files from backups to make sure your 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.



If you don't feel comfortable asking your current I.T. company to test your backup OR if you have concerns and want to see proof yourself, just conduct this little test: Copy three unimportant files onto a thumb drive (so you don't lose them) and delete them from your server. Make sure one was newly created that same day, one was created a week earlier and the last a month earlier. Then call your I.T. company and let them know you've lost three important documents and need them restored from backups as soon as possible. They should be able to do this easily and quickly. If not, you have a problem that needs to be addressed immediately!

Verifying your backups daily and testing them on a regular basis is a cornerstone of a successful overall I.T. strategy. These are the lengths we go to for all our clients, including multiple random "fire drill" test restores to ensure ALL your files are safe because they are always backed up.

Q15

**If I were to experience a location disaster, pandemic shutdown or other disaster that prevented me from being in the office, how would you enable me and my employees to work from a remote location?**

**Our Answer:** If Covid taught us anything, it's that work-interrupting disasters CAN and DO happen when you least expect them. Fires, floods, hurricanes and tornadoes can wipe out an entire building or location. Covid forced everyone into lockdown, and it could happen again.

We could experience a terrorist attack, civil unrest or riots that could shut down entire cities and streets, making it physically impossible to get into a building. Who knows what could be coming down the pike? Hopefully NONE of this will happen, but sadly it could.

That's why you want to ask your prospective I.T. consultant how quickly they were able to get their clients working remotely (and securely) when Covid shut everything down. Ask to talk to a few of their clients about how the process went.



Q16

**Can you provide a timeline of how long it will take to get my network back up and running in the event of a disaster?**

**Our Answer:** There are two aspects to backing up your data that most business owners aren't aware of. The first is "fail over" and the other is "fail back." For example, if you get a flat tire, you would fail over by putting on the spare tire to get to a service station where you can fail back to a new or repaired tire.

If you were to have a disaster that wiped out your data and network – be it a ransomware attack or natural disaster – you want to make sure you have a fail-over solution in place so your employees could continue to work with as little interruption as possible. This fail-over should be in the cloud and locked down separately to avoid ransomware from infecting the backups as well as the physical servers and workstations.

But, at some point, you need to fail back to your on-premise network, and that's a process that could take days or even weeks. If the backups aren't done correctly, you might not be able to get it back at all. So, one of the key areas you want to discuss with your next I.T. consultant or firm is how they handle both data backup AND disaster recovery. They should have a plan in place and be able to explain the process for the emergency fail-over as well as the process for restoring your network and data with a timeline.

We understand how important your data is and how getting your team up and running quickly is essential to your business success. Therefore, in the event of any disaster, we can confidently get your network back up and running quickly.

**Q17**

## Do you have a SOC and do you run it in-house or outsource it? If outsourced, what company do you use?

**Our Answer:** A SOC (pronounced “sock”), or security operations center, is a centralized department within a company to monitor and deal with security issues pertaining to a company’s network.

What’s tricky here is that some I.T. firms have the resources and ability to run a good SOC in-house (this is the minority of outsourced I.T. firms out there.) Others cannot and outsource it because they know their limitations (not entirely a bad thing).



But the key thing to look for is that *they have one*. Less experienced I.T. consultants may monitor your network hardware, such as servers and workstations, for uptime and patches, but they might not provide security monitoring. This is particularly important if you host sensitive data (financial information, medical records, credit cards, etc.) and fall under regulatory compliance for data protection.

Rest assured, we do have an outsourced SOC partner to provide proactive security monitoring for our clients to better prevent a network violation or data breach.

**Q18**

## Do you have a process and documentation for onboarding me as a new client?

**Our Answer:** The reason for asking this question is to see if they HAVE SOMETHING in place. A plan, a procedure, a process. Don’t take their word for it. Ask to SEE it in writing. What’s important here is that they can produce some type of process. Further, they should be able to explain how their process works.

If you consider us as your next I.T. services firm, we will gladly share our new client onboarding process and documentation.

**When considering an MSP partnership, it’s important to choose a provider who understands your technology needs, business operations, and internal culture.**

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## Technical Expertise and Support:

**Q19**

**Are they good at answering your questions in terms you can understand and not in arrogant, confusing “geek-speak”?**

**Our Answer:** Good I.T. companies won't confuse you with techno-mumbo-jumbo, and they certainly shouldn't make you feel stupid for asking questions. All great consultants have the “heart of a teacher” and will take time to answer your questions and explain everything in simple terms. As you interact with them in the evaluation process, watch for this.

Our technicians are trained to take time to answer your questions and explain everything in simple terms.

**Q20**

**Do they and their technicians present themselves as true professionals when they are in your office? Do they dress professionally and show up on time?**

**Our Answer:** If you'd be embarrassed if YOUR clients saw your I.T. consultant behind your desk, that should be a big red flag. How you do anything is how you do everything, so if they cannot show up on time for appointments, are sloppy with paperwork, show up unprepared, forget your requests and seem disorganized in the meeting, how can you expect them to be 100% on point with your I.T.? You can't. Look for someone else.

Our technicians are true professionals who you would be proud to have in your office. They dress professionally and show up on time, and if they cannot be there on time (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum requirements for delivering a professional service.

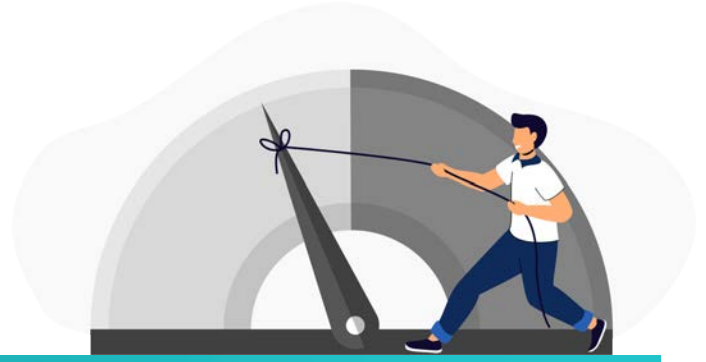
**Q21**

**Do they carry inventory in stock, like servers, computers, laptops, networking parts and computer components so that if something goes down, they can get you up and running within hours, not days?**

**Our Answer:** We carry a wide range of everything in stock so that our technicians have no waiting time in getting our customers up and running, resulting in reduced downtime.

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# The 4 Most Costly Misconceptions About I.T. Services



## **Misconception #1: My I.T. network doesn't need regular monitoring and cyber security maintenance (managed services).**



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 have never encountered a major system failure that caused data loss from human error (or a disgruntled employee), failed hardware or even a ransomware attack, but that's just like someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

I.T. networks are complex and dynamic systems that need regular updates and maintenance to stay up, secure, running fast and problem-free – especially now with the proliferation and sophistication of ransomware and hacker attacks. Here are just a FEW of the critical updates that need to be done on a weekly, if not daily, basis:

- Cyber security patches, updates and management
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter updates
- Operating system updates, management
- Monitoring hardware for signs of failure

**If your I.T. support tech does not insist on some type of regular, automated monitoring or maintenance of your network, especially for cyber protections, then DO NOT HIRE THEM.**

1. Either they don't know enough to make this recommendation, which is a sure sign they are grossly inexperienced and unprofessional, or...
2. They recognize that they are profiting from your I.T. problems and don't want to recommend steps toward prevention, which would reduce the number of issues you pay them to resolve.

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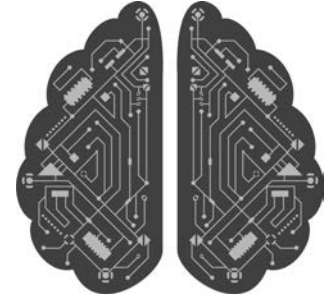


## **Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this I.T. stuff and can take care of our network.**



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 employee or friend who was just trying to help.

If the person you have working on your I.T. systems does not do I.T. 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 I.T. 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 I.T. firm, but you shouldn't be choosing someone based on price alone.



## **Misconception #3: You shouldn't have to pay “that much” for I.T. services.**



We all know you get what you pay for. A cheap hourly rate usually means a cheap job. Like every other profession, **good** I.T. engineers and techs do NOT work cheaply because they are in high demand. **When you see low I.T. services fees, it's because of one of the following:**

1. They are a small shop just getting started. Usually, they will have only one to two techs working for them (or they are a solo shop). That size of company may be perfectly fine for a small business that is not regulated, doesn't have sophisticated I.T. requirements and/or has only 10 or fewer PCs to support. This would not be a good choice for a larger organization that needs professional I.T. services for their growing company.
2. They are hiring inexperienced (cheap) college kids or newbie technicians because they will work for next to nothing, 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:
  - ✓ They improperly diagnose problems, which means you're paying them to fix the wrong thing and they still won't resolve your issue. Case in point: A few years ago a TV reporter went undercover to I.T. services companies in LA with a perfectly working PC, but simply disconnected a cable in the back (a fix that the average tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them up to \$275 to fix it!

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- ✓ They could take three to five times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours AND you're frustrated and unproductive while you wait for the SAME problem to be fixed!
- ✓ They could do things that put your security and data in jeopardy. True story: An inexperienced engineer of a competitor turned off all security notifications his client's network was producing because it was "too much work" to sift and sort through them. Because of this, the company got hacked and ended up having to pay a ransom to get their data back, not to mention suffered downtime for days while they scrambled to recover. Don't let a cheap, inexperienced tech do this to you!

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 their 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 make excuses for POOR SERVICE forever. That said, we're 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 15 years and have dozens of customers who've been with us that entire time.



**Misconception #4: An honest I.T. services 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 to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them, but without SEEING the computer, we could have never diagnosed that over the phone.



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## A Final Word And FREE Offer To Engage With Us

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 I.T. support. 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.

**The next step is simple:** call my office at **703-281-1017** and reference this letter to schedule a brief 10- to 15-minute initial consultation.

On this call we can discuss your unique situation and any concerns you have and, of course, answer any questions you have about us. If you feel comfortable moving ahead, we'll schedule a convenient time to conduct our proprietary I.T. Systems Assessment.

This Assessment can be conducted 100% remotely with or without your current I.T. company or department knowing (we can give you the full details on our initial consultation call). **At the end of the Assessment, you'll know:**

- ✓ Where you are **overpaying** (or getting underserved) for the services and support you are currently getting from your current I.T. company or team.
- ✓ Whether or not your systems and data are **truly secured** from hackers and ransomware, and where you are partially or totally exposed.
- ✓ If your data is **actually being backed up** in a manner that would allow you to **recover** it quickly in the event of an emergency or ransomware attack.
- ✓ How you **could lower the overall costs** of I.T. while improving communication, **security** and **performance**, as well as the productivity of your employees.

**Fresh eyes see things that others cannot** – so, at a minimum, our **FREE Assessment** is a completely cost- and **risk-free** way to get a credible third-party validation of the security, stability and efficiency of your I.T. systems.

**To Schedule Your FREE Assessment,**  
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or call our office at **703-281-1017**.

With appreciation,



Clint Henderson, CEO

