21 CRITICAL IT SECURITY QUESTIONS

WHAT'S INSIDE

This guide will arm you with 21 Critical Questions you should ask any IT consultant or company before giving them access to your IT systems.

READ THIS GUIDE AND YOU'LL DISCOVER:

- The "dirty little secret" of the IT support 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).

- 21 revealing questions that will help you instantly spot an unethical or grossly incompetent IT support technician in minutes.

- Four costly misconceptions most business owners have about IT services and what you need to consider when selecting an IT 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
Brian Eason, Owner

Dear Fellow Business Owner or Executive,

Choosing the right IT 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 IT problems and horrible service.

Pick the right one and you'll breathe a sigh of relief as your IT 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 business advisory guide. We want to help business owners avoid the frustration and losses that can result in hiring the wrong IT 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 IT "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 IT services industry is not regulated like most other professions, which means ANYONE can claim they are an "IT expert." **This means you, the consumer, must be far more diligent about who you choose to provide IT 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 IT support industry and to give YOU useful information to help you guard against the lack of ethics or incompetence of some IT companies and technicians.

Dedicated to serving you,

Brian Eason

GOODWIN PC
SYSTEMS & SUPPORT

ABOUT THE AUTHOR

**Brian Eason's passion for IT began at an early age, growing up with 5.25"
and 3.5" floppies and DOS-based systems.** As a child, he was troubleshooting
programs, setting up modems, and exploring games like Oregon Trail. By the
time he met Ed Goodwin in 2006, Brian was already well-versed in IT. After
passing a hands-on challenge from Ed, Brian joined Goodwin PC and began
his journey in IT support services.

While earning his Management of Information Systems degree from the
University of Memphis, Brian continued learning at New Horizon Technical
Training Center, gaining in-depth knowledge of servers, operating systems,
and security. This provided the end-to-end understanding of not only business
management and IT integrations, but the actual mechanics and
configurations of the technologies at a granular level.

In 2013, Brian took over Goodwin PC, focusing on delivering exceptional IT
solutions that empower businesses to operate efficiently. Under his leadership,
Goodwin PC continues to grow, offering fast, professional services with a
customer-first mentality.

21 QUESTIONS TO ASK BEFORE HIRING AN IT SERVICES COMPANY

CUSTOMER SERVICE

1 **WHEN I HAVE AN IT PROBLEM, HOW DO I GET SUPPORT?**

Our Answer: Our clients can call, email or use our online portal — whichever is easiest for them. What matters most is that their request reaches us efficiently. Once it does, we open a ticket in our IT management system so we can assign, track, prioritize, document and resolve the issue.

Some IT firms, however, force you to log in to submit a ticket and won't allow you to call or email them. That's for their convenience, not yours, and it quickly becomes a major frustration. While a portal is a good option, it should never be the only option for requesting support.

It's also important to make sure any provider has a reliable system in place to manage tickets. Without one, requests are more likely to be overlooked, skipped, or forgotten.

Requesting support should always be **EASY** for you. That's why with us, whether you call, email, or submit a ticket through our portal, your IT issue is immediately on the fast track to resolution.

2 **DO YOU OFFER AFTER-HOURS SUPPORT, AND IF SO, WHAT IS THE RESPONSE TIME?**

Our Answer: Any good IT company should answer their phones live (not voicemail 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 business hours and need support at night or on weekends. You can reach our after-hours support **ANY TIME, ANY DAY**. For urgent issues, our team responds within an hour, and a Support Engineer will begin working on emergencies within 15 minutes of your call or email.

3 **DO YOU HAVE A WRITTEN RESPONSE TIME FOR RESOLVING PROBLEMS?**

Our Answer: Most IT 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 a response time **IN WRITING** – that's a sign they are too disorganized, understaffed or overwhelmed to handle your request. Our written response time is one hour or less. A good IT firm should also be able to show you statistics from their PSA (professional services automation) software, where all client problems (tickets) get responded to and tracked. Ask to see a report on average ticket response and resolution times.

CUSTOMER SERVICE

4 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.

5 DO YOU HAVE A FEEDBACK SYSTEM IN PLACE FOR YOUR CLIENTS TO PROVIDE "THUMBS UP" OR "THUMBS DOWN" RATINGS ON YOUR SERVICE? IF SO, CAN I SEE THOSE REPORTS?

Our Answer: If they don't have this type of feedback system, they may be hiding their lousy customer service results. If they **DO** have one, ask to see the actual scores and reporting. That will tell you a lot about the quality of service they are providing. We are very proud of our positive client feedback scores and will be happy to show them to you.
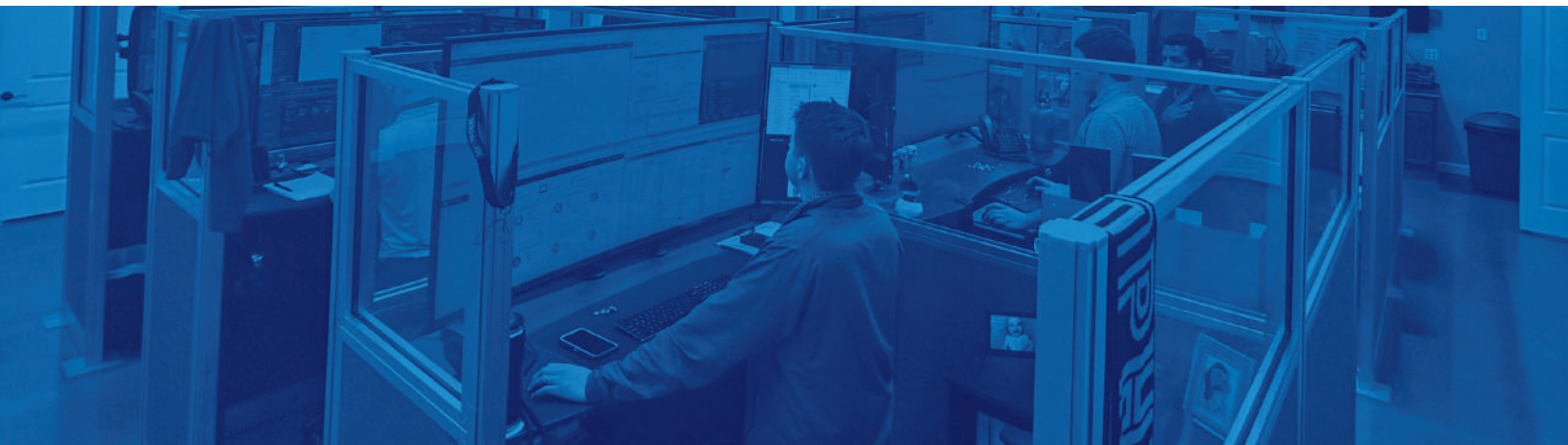
IT MAINTENANCE
(MANAGED SERVICES)

6 DO YOU OFFER TRUE MANAGED IT SERVICES AND SUPPORT?

Our Answer: You want to find an IT company that will proactively monitor for problems and perform routine maintenance on your IT 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 24-7-365 to constantly look for developing problems, security issues and other problems so we can address them **BEFORE** they turn into bigger problems.

IT MAINTENANCE
(MANAGED SERVICES)

7 WHAT IS NOT INCLUDED IN YOUR MANAGED SERVICES AGREEMENT?

Our Answer: Another "gotcha" many IT 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 employees and, of course, the software and hardware you need to purchase.

BUT HERE'S A QUESTION YOU NEED TO ASK:

If you were hit with a costly ransomware attack, would the recovery be EXTRA or included in your contract? Recovering from a cyber-attack could take HOURS of high-level IT expertise. Who is going to eat that bill? Be sure you're clear on this before you sign, because surprising you with a big, fat bill is totally and completely unacceptable.

OTHER THINGS TO INQUIRE ABOUT:

- Is phone/email help desk included or extra?
- What about network upgrades, moves, or adding/removing users?
- What about third-party software support? (We recommend that this is included.)
- What are the costs or 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 are included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls – or support to remote offices?
- Are home PCs used to access the company's network after hours included or extra?
- Do their technicians maintain current vendor certifications and participate in ongoing training?
- What's their hiring process?

TO REQUEST AN ASSESSMENT,
PLEASE VISIT GOODWINPC.COM
OR CALL OUR OFFICE AT 901.550.2142.

8 IS YOUR HELP DESK LOCAL OR OUTSOURCED?

Our Answer: Be careful because smaller IT 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 dedicated technicians 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 GPC support team, they'll be more capable of successfully resolving your IT issues and handling things the way you want.

9 HOW MANY ENGINEERS DO YOU HAVE ON STAFF?

Our Answer: Be careful about hiring small, one-person IT 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 support engineers 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 engineer 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 engineers 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.

10 DO YOU OFFER DOCUMENTATION OF OUR NETWORK AS PART OF THE PLAN, AND HOW DOES THAT WORK?

Our Answer: Network documentation is the practice of maintaining detailed technical records about the assets you own — computers, devices, software, directory structure, user profiles, passwords, and more — as well as how your network is set up, backed up, and secured. Every IT company should provide this in both written and electronic form at no extra cost, at least quarterly. **BETTER YET**, they should do what we do: offer real-time access in a secure online portal, updated and available to you anytime. Why is this important?

First, it shows professionalism and integrity. No IT person or company should be the only holder of the keys to your network. With proper documentation, you have a complete blueprint that can be handed to another IT provider if needed.

Second, good documentation allows engineers to resolve problems faster because they don't waste time hunting for accounts, hardware, software licenses, or other critical information.

Third, in the event of a disaster, you have a detailed blueprint to restore your network quickly and accurately.

All our clients receive this documentation at no extra cost and have real-time access through our secure online portal. We also ensure key people in your organization know how to use it, giving you complete control over your network.

Side note: You should **NEVER** allow an IT person to hold that much control over your company. If you suspect your current IT provider is keeping this information as a means of job security, it's a red flag. This is unethical and dangerous, and we can help you transition safely without suffering **ANY** ill effects.

11 DO YOU MEET REGULARLY WITH YOUR CLIENTS AS PART OF YOUR MANAGED SERVICES AGREEMENT?

Our Answer: We believe regular face-to-face or virtual meetings are critical to maintaining a strong partnership with our clients. We schedule these meetings at the interval that works best for each client — whether that's annually, semi-annually, quarterly, or more often.

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 IT budget, critical projects, compliance issues, known problems and cybersecurity 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.

12 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 IT firms lock clients into long-term contracts with hefty penalties and may even take legal action if you refuse to pay.

We would never force a client to stay if they're unhappy and we can't make it right. That's why we make it easy to cancel your contract with no fines or hassle. Our "easy out" agreements motivate us to exceed your expectations every day so we keep your business.

CYBER SECURITY

13 **WHAT CYBER SECURITY TRAINING DO YOU AND YOUR IN-HOUSE PARTICIPATE IN?**

Our Answer: Our technicians go through continuous training in all the solutions we provide. That includes the desktop and server hardware, the firewall and backup solutions, the SPAM filtering solutions, and the Microsoft desktop, server and cloud solutions. We partner with a 3rd party vendor as well that continuously audits and provides security training, to ensure our employees are up to speed and ready to support and combat issues as they arise.

14 **HOW DO YOU LOCK DOWN OUR EMPLOYEES' PCS AND DEVICES TO ENSURE THEY'RE NOT COMPROMISING OUR NETWORK?**

Our Answer: This question may get a bit technical. The key is that they **HAVE** an answer and don't hesitate to provide it. Some of the things they should mention are:

- 2FA (two-factor authentication) or MFA (multi-factor authentication)
- Advanced end-point protection, NOT just antivirus
- Secure password manager
- Thorough email protection
- Zero trust security solutions

Because a combination of these lockdown strategies is essential to protecting your network and data, we employ **ALL** of these for our clients. Effective cybersecurity should never compromise between choosing this **OR** that. It should feature every weapon in your arsenal.

15 **DO THEY HAVE ADEQUATE ERRORS AND OMISSIONS INSURANCE AS WELL AS WORKERS' COMPENSATION INSURANCE TO PROTECT YOU?**

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

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs 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.

16 WHO AUDITS YOUR IT COMPANY'S CYBER SECURITY PROTOCOLS AND WHEN WAS THE LAST TIME THEY CONDUCTED AN AUDIT?

Our Answer: Nobody should proofread their own work, and every professional IT consulting firm will have an independent third party reviewing and evaluating their company for airtight cybersecurity practices.

There are many companies that offer this service, so who they use can vary (there's a number of good ones out there.) If they don't have a professional cybersecurity auditing firm doing this for them on at least a quarterly basis, or if they tell you they get their peers to audit them, **DO NOT** hire them. That shows they are not taking cybersecurity seriously.

Our cybersecurity measures are proven effective, having passed a recent audit in April 2025 by a specialized industry security auditor.

BACKUPS & DISASTER RECOVERY——
(MANAGED SERVICES)

17 DO THEY INSIST ON BACKING UP YOUR NETWORK BEFORE PERFORMING ANY TYPE OF PROJECT OR UPGRADE?

Our Answer: If they don't, they run the risk of a failure or software glitch causing a major problem. We always back up your network before we perform any upgrades.

18 DO YOU OFFER TRUE MANAGED IT SERVICES AND SUPPORT?

Our Answer: Most business owners think backing up data is enough, but there are two critical parts to protecting your business: keeping operations running during an outage and fully recovering afterward. If your network is hit by ransomware or wiped out in a disaster, your team needs a way to keep working with minimal interruption. That requires secure, cloud-based backups that are isolated from your main systems so they can't be compromised in the same attack.

But restoring everything back to normal – servers, systems, and files – can take days or even weeks if backups aren't done correctly. In some cases, recovery may not be possible at all. That's why it's essential to ask your IT provider about their complete backup and disaster recovery process. They should have a clear plan and timeline for keeping your team working and for fully restoring your systems afterward.

Today, your business should not be down for long. Critical operations should be restored as quickly as possible.

At Goodwin, we understand how important uptime is. We're ready to get your systems back up and running as fast as possible, no matter what happens.

(19) 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 IT 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 IT 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 IT 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 the day before, one was created a week earlier and the last a month earlier. Then call your IT 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 in a reasonable time frame. 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 IT 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.

PRO TIP

Ditch tape, local hard drive, and file/folder backups – they're outdated and unreliable. At Goodwin, we use managed image-based backups that cover your entire server onsite and offsite. We monitor backups in real time and act fast if something fails. With full image backups, recovery is exponentially faster, and when disaster strikes, that speed matters.

20 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 IT consultant how quickly they were able to get their clients working remotely (and securely) when Covid shut everything down.

21 CAN YOU SHOW ME YOUR 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.

One thing you will need to discuss in detail is how they are going to take over from the current IT company – particularly if the current company is hostile. It's disturbing to me how many IT companies or people will become bitter and resentful over being fired and will do things to screw up your security and create problems for the new company as a childish way of getting revenge. (Sadly, it's more common than you think.) A good IT company will have a process in place for handling this.

If you consider us as your next IT services firm, we will gladly share our new client onboarding process and documentation. I think you'll be impressed.

OTHER THINGS TO LOOK OUT FOR

COMMUNICATION

ARE THEY GOOD AT ANSWERING YOUR QUESTIONS IN TERMS YOU CAN UNDERSTAND AND NOT IN ARROGANT, CONFUSING "GEEK-SPEAK"?

Our Answer: Good IT companies won't confuse you with tech jargon, 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 instances where you don't follow what the consultants are saying.

Our technicians are trained to take time to answer your questions and explain everything in simple terms. Just look at what one of our clients had to say:

"

You Can TRUST Goodwin PC To Protect Your IT Systems. As with many companies, the livelihood of our business depends on the uptime of electronic files and communication. The peace of mind knowing Goodwin PC watches out for us is invaluable.

The experience and knowledge they bring to the table allows me to trust the recommendations made to ensure our systems are running most efficiently. That trust is not something easily obtained - or deserved - in the world of IT management. If you do not have full faith and confidence in your current provider, give Goodwin PC a call today.

**MARY HAIZLIP, AIA
PRINCIPAL
HAIZLIP STUDIO, MEMPHIS, TN**

FAST. FRIENDLY. HIGHLY RESPONSIVE.

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? DO THEY CLEAN UP AFTER THEMSELVES?

Our Answer: If you'd be embarrassed if YOUR clients saw your IT 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 IT? 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. Our support engineers also clean up after themselves. You will routinely find our team at the end of a project sweeping, vacuuming, taking out the trash, etc. Your office is where YOUR customers visit with you, and you shouldn't have to worry about cleaning up behind your IT company.

DO THEY HAVE EXPERTISE IN HELPING CLIENTS SIMILAR TO YOU?

Our Answer: Our clients are typically small to mid-sized businesses with 10 to 50 workstations, sometimes up to 100. These businesses rely on their computers, networks and Internet access to keep daily operations running smoothly. Most use a specialized line-of-business application to manage core functions and depend on that software being reliable and fully operational. Our clients represent a wide range of industries and are located throughout the Mid-South.

Do they understand how your business operates and the applications you rely on? Are they familiar with how you communicate, get paid, serve your clients or patients, and manage day-to-day operations? We work with clients across industries such as medical, accounting, legal, and construction. What makes these partnerships successful is our ability to support everyday IT needs while also building long-term strategies that let our clients stay focused on their business instead of their technology. Check out a few client testimonials on the next page.

ADD OUR TECHNOLOGY EXPERTS TO YOUR COMPANY'S TEAM WHEN:

- You want to focus on your business, not the technology.
- Your current system seems to hinder business more than it helps.
- You need better reliability and security for your computer network.
- You know that computer downtime costs you money.
- You need to be certain your data is always backed up, period.
- Your interests are tied to the bottom line.

- You'd like to enable your employees to work remotely.
- You want your employees to do the jobs they were hired for, not waste their time on computer problems.
- You believe that paying to prevent problems is more efficient than paying to fix problems.
- You're looking to expand your business, but need to know the technology and costs involved in doing so.

TESTIMONIALS

Goodwin PC's Customer Service Is Top-Notch
Goodwin PC Services always goes above and beyond taking care of our needs. Their customer service is top-notch. It is always a pleasure of working and dealing with the people at Goodwin PC!

Blake Thomas, Vice President
Reel Neet Erosion Control, Olive Branch, MS

Goodwin PC Helps Businesses Achieve Growth
Working with Goodwin PC has helped us achieve the desired reality. The one thing you can do to tremendously affect your business is to have a robust, reliable, effective IT system and the service that Goodwin brings to the table makes that happen.

Terry Griffith, CPA Senior Partner
Griffith CPA Firm, Southaven, MS

Goodwin PC Provides Excellent and Timely Service
The biggest benefit of choosing Goodwin is the having a company that provides excellent and timely service when called upon.

Goodwin PC's team is very knowledgeable, service oriented and always responds in a timely manner. They always keep us updated on progress.

Gwin Smith, President
Rutledge Investment Company , Memphis, TN

4 MOST COSTLY MISCONCEPTIONS ABOUT IT SERVICES

MY NETWORK IS FINE WITHOUT MANAGED IT SERVICES	Many business owners mistakenly think they don't need regular IT or cybersecurity maintenance until something goes wrong. Skipping updates, patches, backups, and monitoring leaves your network wide open to failures and attacks. If your IT provider doesn't recommend routine maintenance and security updates – like antivirus, firewall, backup monitoring, spam filter installation, server monitoring, hardware monitoring, application whitelisting and system optimization – they're either inexperienced or more interested in profiting from your problems than preventing them.
WE DON'T NEED A REAL IT PROVIDER	Hiring a part-time "IT helper" to save money often leads to bigger problems. We're often called in to fix issues caused by well-meaning but inexperienced friends or employees. If your IT person doesn't do this full-time, they likely lack the expertise your business needs. IT isn't a hobby - it's critical. You get what you pay for.
IT SHOULDN'T COST THAT MUCH	If someone's charging under $100/hour for IT support in the Mid-South, there's usually a reason – and it's not good. They might be inexperienced, misdiagnose issues, or rely on interns. One news story even exposed a shop charging $275 to fix a PC that just needed a cable plugged in. When your business depends on tech, cheap support often ends up costing more. We're not the cheapest, and we're okay with that. We do it right the first time – and that's why our clients stay with us.
A REAL IT COMPANY CAN QUOTE YOU BY PHONE	We wish it were that simple, but it's not. Like a good doctor, a professional IT tech needs to assess the issue before giving a price. In one case, all it took was plugging in a cable – without seeing the device, we couldn't have known that over the phone. And of course, we didn't charge for that.

GOODWIN PC
SYSTEMS & SUPPORT

WHY CHOOSE US?
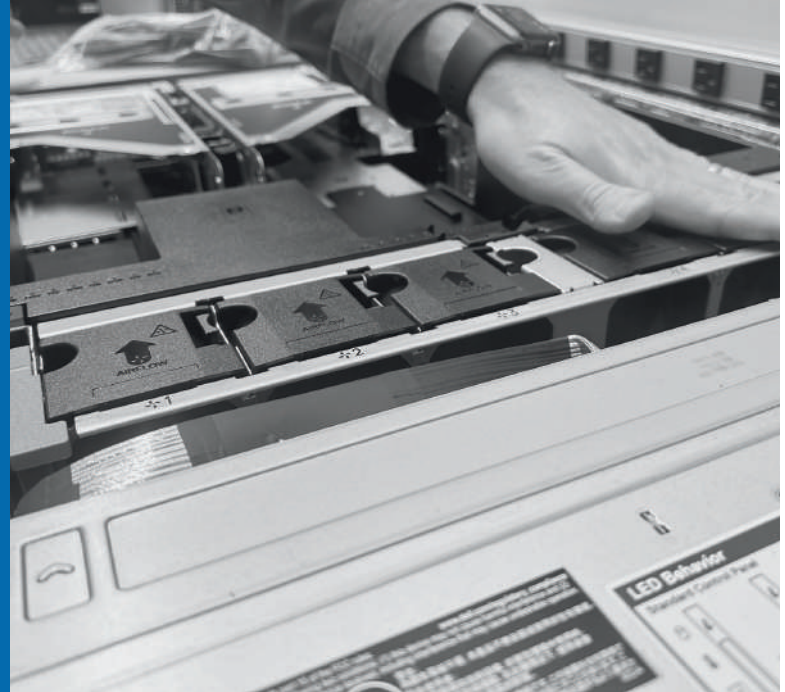
QUICK RESPONSE

Emergency response time is one hour or less. A live person will answer your call, respond to your email, or you can enter a service ticket yourself online with our streamlined service ticket system. We can log in to your PC or server remotely and resolve many issues immediately without the wait for a technician to travel to your location.

REPUTABLE

Goodwin PC Services has been around since 1996, a respected leader in the community and the industry. Our proudest accomplishment is the large number of long term clients who year after year put their trust in us.

EXPERIENCED

We provide our technicians with continuing education opportunities on a regular basis to allow them to stay current with the latest technology. We won't be sending out warm bodies to train on your dime!

100% SATISFACTION GUARANTEE

We want you to be completely satisfied with our services. We will do whatever it takes to make you happy. No hassles, no problems.

BUSINESS SAVVY

We design, evaluate and justify technology solutions from a thorough understanding of the business benefit for your company.

ONE STOP SHOP

We handle all aspects of your IT infrastructure including hardware and software management, vendor relationships for your Internet connectivity, website management, and maintenance renewals, and any other related technology needs. We focus on your IT so you can focus on your business.

PROACTIVE

Our service philosophy is proactive, not reactive. With state-of- the-art network monitoring and management, we manage your network 24/7 to identify issues and address them BEFORE they become problems, rather than putting out fires.

PROJECT MANAGEMENT

Our extensive experience managing all types of complex projects means we will handle every detail and coordinate all vendors so you can rest assured that your project will be completed on time and on budget.

NO GEEK SPEAK

You deserve to have your questions answered in plain English. Our technicians will clearly explain what is happening so you understand.

GOODWINPC.COM

ONE FINAL RECOMMENDATION

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing IT for your company. As I stated in the opening of this report, my purpose in 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 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. To that end, we'd like to offer you an opportunity to receive a **CYBER SECURITY RISK ASSESSMENT and IT SYSTEMS CHECKUP.**

HERE'S HOW IT WORKS

We'll start with a quick call (or Teams meeting) to learn about your current setup, frustrations, and goals. If it makes sense, we'll do a fast, non-invasive, and confidential check of your network, backups, and security – no need to involve your current IT provider (unless you want to).

Afterward, you'll get a Report of Findings with a Network Health Score and an Action Plan outlining any issues and how to fix them. You can implement it yourself or have us help.

We've done this for many years and nearly always find preventable security gaps or backup problems. It's low-risk, and gives you peace of mind.

TIME NEEDED: About 30 minutes for the first call, and one hour to review results.

DEDICATED TO SERVING YOU,

Brian Eason

CONTACT US

PHONE

901-550-2142

EMAIL

support@goodwinpc.com

WEBSITE

www.goodwinpc.com

ADDRESS

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