



**IT MANAGEMENT**  
SOLUTIONS

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**2020 Edition**

# 5 Critical Facts Every Business Owner Must Know Before Moving Their Network to The Cloud ...



Author and CEO

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## **A Letter From The Author:**

# **Why We Created This Report And Who Should Read It**

From the Desk of **Pedro Nunez**  
**CEO, IT Management Solutions**

Dear Colleague,

When you decided to look into transitioning your computer network and operations to the cloud, you were probably met with conflicting advice, confusion and no real answers to your questions and concerns over security, cost and whether or not it's appropriate for your organization.

That's why we wrote this report. **We wanted to give CEOs a simple, straightforward guide that not only answers your questions in plain English, but also provides vital experience-based information that most IT companies don't know (or may not tell you) that could turn your migration into a big, cash-draining nightmare.**

My name is Pedro Nunez, my organization has provided comprehensive Managed IT Services and Support since 2008. We are the premier IT provider in New England because we listen to our clients and work with them as a strategic partner to help not only provide peace of mind related to their IT today, but also to make sure there is a roadmap to provide alignment and proficient planning for the future. We focus on our client's IT so they can focus on their business.

The simple fact is, cloud computing is NOT a good fit for every company, and if you don't get all the facts or fully understand the pros and cons, you can end up making some VERY poor and expensive decisions that you'll deeply regret later. The information in this report will arm you with the critical facts you need to avoid expensive, time-consuming mistakes.

Of course, we are always available as a resource for a second opinion or quick question, so please feel free to contact my office directly if we can clarify any points made in this report or answer any questions you have.

Dedicated to serving you,



Pedro Nunez, CEO

**IT Management Solutions**



## About the Author

Pedro Nunez-Bautista is CEO of IT Management Solutions, an organization that helps make life simple for successful businesses by providing managed IT support and consultation. After spending 20 years focused on IT and technology, Pedro fully understands the importance of having reliable systems in place and has trained his staff to share the same passion for helping businesses leverage their IT to become more efficient and in turn, more successful.

Pedro believes strongly in continued education to stay abreast of ever-changing technologies as well as personal growth and development. Each year he attends more than 6 educational courses throughout the US with the goal of being better able to provide the best service for his clients and improved mentorship for his employees and colleagues. His staff is provided training and additional resources to meet quarterly professional and personal goals.

Mr. Nunez-Bautista served in the US ARMY Reserves for 8 years where he served as a 91B Combat Medic, 91D Operating Room Tech, and 74B System Analyst. While enlisted, Pedro completed his education at Northern Essex Community College, earning a degree in Computers and Information Science focused on Applications and Operations. After graduating he furthered his education and technical skills by training on Network+, Security+, MCP, MCSA, MCSE, VMWare, HyperV, and obtained a CCNA Cisco Certification.

Pedro has been involved with accountability groups from Robin Robins to Petra Coach where he serves as a captain sharing and helping his peers.

He has been seen on ABC, NBC, CBS, and Fox Affiliates as a guest on CyberSecurity Today.

Featured in MSP Success magazine.

Pedro was a Guest Speaker at The CyberSecurity Forum hosted at the United Nations Headquarters.

Appeared in both the Wall Street Journal and the USA Today.

Received a Speaker EXPY® Award for The CyberSecurity Forum and a Media and Communications EXPY® for CyberSecurity Today.

In his free time, Pedro enjoys spending time with his Triplets, Fishing, Motorcycle riding, and Cooking.



## 5 Critical Facts You Must Know Before Moving to The Cloud

In this report I'm going to talk about **5 very important facts you need to know before you consider cloud computing for your company**. These include:

1. The pros AND cons you need to consider before moving to the cloud.
2. Migration GOTCHAS (and how to avoid them).
3. The various types of cloud computing options you have (there are more than just one).
4. Answers to important, frequently asked questions you need to know the answers to.
5. What questions you need to ask your IT pro before letting them "sell" you on moving all or part of your network and applications to the cloud.

I've also included some actual case studies from other businesses that have moved to cloud computing, along with a sample cost-comparison chart so you can see the impact this new technology can have on your IT budget.

At the end of this report there is an invitation for you to request a **Free Cloud Readiness Assessment** to determine if cloud computing is right for your particular business. I encourage you to take advantage of this before making any decisions since we've designed it to take a hard look at the functionality and costs for you as a business and provide you with the specific information you need (not hype) to make a good decision about this new technology.

## Discover What Most IT Consultants Don't Know or Won't Tell You About Moving Your Company's Network to The Cloud

### What Is Cloud Computing?

Wikipedia defines cloud computing as "the use and access of multiple server-based computational resources via a digital network (WAN, Internet connection using the World Wide Web, etc)."

#### **But what the heck does *that* mean?**

The easiest way to not only understand what cloud computing is but also gain insight into why it's gaining in popularity is to compare it to the evolution of public utilities. For example, let's look at the evolution of electricity.

Back in the industrial age, factories had to produce their own power in order to run machines that produced the hard goods they manufactured. Be it textiles or railroad spikes, using machines gave these companies enormous competitive advantages by producing more goods with fewer workers and in less time. For many years, the production of power was every

bit as important to their company's success as the skill of their workers and quality of their products.

**Unfortunately, this put factories into TWO businesses:** the business of producing their goods and the business of producing power. Then the concept of delivering power (electricity) as a utility was introduced by Thomas Edison when he developed a commercial-grade replacement for gas lighting and heating using centrally generated and distributed electricity. From there, as they say, the rest was history.

The concept of electric current being generated in central power plants and delivered to factories as a utility caught on fast. This meant manufacturers no longer had to be in the business of producing their own power with enormous and expensive water wheels. **In fact, in a very short period of time, it became a competitive necessity for factories to take advantage of the lower-cost option being offered by public utilities.** Almost overnight, thousands of steam engines and electric generators were rendered obsolete and left to rust next to the factories they used to power.

What made this possible was a series of inventions and scientific breakthroughs – but what drove the demand was pure economics. Utility companies were able to leverage economies of scale that single manufacturing plants simply couldn't match in output or in price. In fact, the price of power dropped so significantly that it quickly became affordable for not only factories but every single household in the country.

**Today, we are in a similar transformation following a similar** course. The only difference is that instead of cheap and plentiful electricity, advancements in technology and Internet connectivity are driving down the costs of computing power. With cloud computing, businesses can pay for "computing power" like a utility without having the exorbitant costs of installing, hosting and supporting it on premise.

In fact, you are probably already experiencing the benefits of cloud computing in some way but hadn't realized it. Below are a number of cloud computing applications, also called SaaS or "software as a service," you might be using:

- Gmail or other free e-mail accounts
- Facebook
- NetSuite, Salesforce
- Constant Contact, Exact Target, AWeber or other e-mail broadcasting services
- Zoomerang, SurveyMonkey and other survey tools
- LinkedIn
- Twitter
- All things Google (search, AdWords, maps, etc.)

If you think about it, almost every single application you use today can be (or already is) being put “in the cloud” where you can access it and pay for it via your browser for a monthly fee or utility pricing. You don’t purchase and install software but instead access it via an Internet browser.

## What About Office 365 And Google Apps?

Office 365 and Google Apps are perfect examples of the cloud computing trend; for an inexpensive monthly fee, you can get full access and use of Office applications that used to cost a few hundred dollars to purchase. And, since these apps are being powered by the cloud provider, you don’t need an expensive desktop with lots of power to use them – just a simple Internet connection will do on a laptop, desktop or tablet.

## Pros and Cons Of Moving To The Cloud

As you read this section, keep in mind there is no “perfect” solution. All options – be it an in-house, on-premise server or a cloud solution – have upsides and downsides that need to be evaluated on a case-by-case scenario. (Warning: Do NOT let a cloud expert tell you there is only “one way” of doing something!)

Keep in mind the best option for you may be a **hybrid solution** where some of your applications and functionality are in the cloud and some are still hosted and maintained from an in-house server. We’ll discuss more of this in a later section; however, here are the general pros and cons of cloud computing:

### Pros Of Cloud Computing

- **Lowered IT costs.** This is probably the single most compelling reason why companies choose to move their network (all or in part) to the cloud. Not only do you save money on software licenses, but on hardware (servers and workstations) as well as on IT support and upgrades. In fact, we save our clients an average of 10% to 30% when we move some or part of their network functionality to the cloud. So, if you hate constantly writing cash-flow-draining checks for IT upgrades, you’ll really want to look into cloud computing. Included in this report are examples of how we’ve done this for other clients and what the savings have been.
- **Ability to access your desktop and/or applications from anywhere and any device.** If you travel a lot, have remote workers or prefer to use an iPad while traveling and a laptop at your house, cloud computing will give you the ability to work from any of these devices.



- **Disaster recovery and backup are automated.** The server in your office is extremely vulnerable to many threats, including viruses, human error, hardware failure, software corruption and, of course, physical damage due to a fire, flood or other natural disaster. If your server were in the cloud and (God forbid) your office was reduced to a pile of rubble, you could purchase a new laptop and be back up and running within the same day. This would NOT be the case if you had a traditional network and were using tape drives, CDs, USB drives or other physical storage devices to back up your system.

Plus, like a public utility, cloud platforms are far more robust and secure than your average business network because they can utilize economies of scale to invest heavily into security, redundancy and failover systems, making them far less likely to go down.

- **It's faster, cheaper and easier to set up new employees.** If you have a seasonal workforce or a lot of turnover, cloud computing will not only lower your costs of setting up new accounts, but it will make it infinitely faster. *"We currently provide IT support for a local staffing firm that brings on new employees as projects or the economy changes. If they had a traditional network setup, they would have to purchase expensive PCs and software licenses for these workers and then pay to maintain and upgrade them throughout the years. Using cloud computing, these workers use laptops and log in to the network securely. The firm ONLY pays for those workers' licenses during the time they are using them, just like a utility. When projects finish or things slow down, they no longer pay for those licenses. Using this model saves them thousands of dollars a year in hardware, software and IT services.*
- **You use it without having to "own" it.** More specifically, you don't own the *responsibility* of having to install, update and maintain the infrastructure. Think of it as similar to living in a condo where someone else takes care of the building maintenance, repairing the roof and mowing the lawn, but you still have the only key to your section of the building and use of all the facilities. This is particularly attractive for companies that are new or expanding, but don't want the heavy outlay of cash for purchasing and supporting an expensive computer network.
- **It's a "greener" technology that will save on power and your electric bill.** For some smaller companies, the power savings will be too small to measure. However, for larger companies with multiple servers that are cooling a hot server room and keep their servers running 24/7/365, the savings are considerable.



## Cons Of Cloud Computing

- **The Internet going down.** While you can mitigate this risk by using a commercial-grade Internet connection and maintaining a second backup connection, there is a chance you'll lose Internet connectivity, making it impossible to work. Access using a 5G connection or anywhere with an active connection keeps you working when you wouldn't have been at the office.
- **Data security.** Many people don't feel comfortable having their data in some off-site location. This is a valid concern, and before you choose any cloud provider, you need to find out more information about where they are storing your data, how it's encrypted, who has access and how you can get it back. You'll find more information on this under "What To Look For When Hiring A Cloud Integrator" later on in this document.
- **All of your line-of-business applications may not work in the cloud.** Assessments of all your software and applications will confirm whether they do and what may be necessary to make it a smooth transition. Nothing should be assumed.
- **Compliance Issues.** There are a number of laws and regulations, such as Gramm-Leach-Bliley, Sarbanes-Oxley and HIPAA, that require companies to control and protect their data and certify that they have knowledge and control over who can access the data, who sees it and how and where it is stored. In a public cloud environment, this can be a problem. Many cloud providers won't tell you specifically where your data is stored.

Most cloud providers have SAS 70 certifications, which require them to be able to describe exactly what is happening in their environment, how and where the data comes in, what the provider does with it and what controls are in place over the access to and processing of the data; but as the business owner, it's YOUR neck on the line if the data is compromised, so it's important that you ask for some type of validation that they are meeting the various compliance regulations your business requires on an ongoing basis.



## **Migration Gotchas! What You Need to Know About Transitioning to A Cloud-Based Network**

When done right, a migration to Office 365 or another cloud solution should be like any other migration. There's planning that needs to be done, prerequisites that have to be determined and the inevitable "quirks" that need to be ironed out once you make the move.

Every company has its own unique environment, so it's practically impossible to try and plan for every potential pitfall; however, here are some BIG things you want to ask your IT consultant about BEFORE making the leap.

**Downtime.** Some organizations cannot afford ANY downtime, while others can do without their network for a day or two. Make sure you communicate YOUR specific needs regarding downtime and make sure your IT provider has a solid plan to prevent extended downtime.

**Painfully Slow Performance.** Ask your IT consultant if there's any way you can run your network in a test environment before making the full migration. Imagine how frustrated you would be if you migrate your network and discover everything is running so slow you can barely work! Again, every environment is slightly different, so it's best to test before you transition.

**3<sup>rd</sup>-Party Applications.** If your organization has plug-ins to Exchange for faxing, voice mail or integration into another application, make sure you test to see if it will still work in the new environment.

### **Cloud Versus A Traditional Network: Total Cost of Ownership (TCO)**

As we said earlier, each client has a unique set of circumstances and needs that will factor into the cost savings and benefits. But in order to give you an idea of what you can save when moving your network to the cloud, we've put together a sample business scenario we commonly find, and the savings obtained with cloud computing.

Please note we've shown this over a five-year period since that is the normal span of time when all workstations and servers need to be replaced and software upgraded; and to account for the fact that you don't have to purchase new hardware as often (which is a huge cost savings when moving to the cloud), we need to show this over a three-year period to show the true and full cost savings.



## Cloud Versus A Traditional Network - TCO

### Existing Professional Services Client *(name withheld for privacy)*

This is a small business that has 10 employees all using Microsoft Office. Other applications being used include QuickBooks, Office 365, and a database to store their records.

Item	Traditional Network Cost Over 5 Years	Cloud Network Cost Over 5 Years
<b>Hardware</b>		
Server 1 (Dell PowerEdge R700 Series)	\$10,500.00	Included
Server 2 (Dell PowerEdge R600 Series)	\$8,500.00	Included
Workstations (10)	\$13,500.00	\$7,500.00
<b>Software</b>		
Microsoft Operating System	Included	Included
Microsoft Office Licenses	Included	Included
Office 365 Business Premium (\$14.95/User)	\$8,970.00	Included
Office 365 Backup (\$3/User)	\$1,800.00	Included
Email Security Stack (\$6.95/User)	\$4,170.00	Included
<b>Cybersecurity</b>		
Workstation NextGen EndPoint Protection (\$4.95/PC)	\$2,970	Included
Server NextGen EndPoint Protection (\$14.95/Server)	\$897.00	Included
Managed Detection and Response (\$14.95/Each)	\$9,867.00	Included
Cyber Umbrella (\$3.95/Each)	\$2,370.00	Included
Dark Web Monitoring (\$129.95)	\$649.75	Included
Quarterly Internal Security Scans (\$285)	\$5,700.00	Included
Remote Desktop Services SPLA License (\$8.95/User)	\$5,370.00	Included
<b>Other Costs</b>		
Firewall	\$1,495.00	Included
Backup (on-site and off-site)	\$6,000.00	Included
<b>Labor</b>		
Outsourced IT Support for Maintenance (\$125/User)	\$75,000.00	\$101,700
4 Hours Quarterly Onsite Support (\$500)	\$10,000.00	N/A
<b>5 Year Total Costs:</b>	<b>\$167,758.75</b>	<b>\$109,200.00</b>
<b>Monthly Cost:</b>	<b>\$2,795.98</b>	<b>\$1,820.00</b>
<b>5 Year Savings:</b>	<b>\$58,558.75</b>	
<b>Monthly Savings:</b>	<b>\$975.98</b>	

As you can see, the cost savings are often compelling enough for business owners to overlook the risks of cloud computing; and if carefully planned, those risks of downtime and security are greatly minimized. In fact, in addition to the savings noted in the client example in the table above, our average client **SAVES** between **\$3,500 - \$7,500** when they move to our cloud and experience LESS downtime, problems, and system crashes than they did with their in-house network.



## Different Types of Cloud Solutions Explained:

**Pure Cloud:** This is where all your applications and data are put on the other side of the firewall (in the cloud) and accessed through various devices (laptops, desktops, iPads, phones) via the Internet.

**Hybrid Cloud:** Although “pure” cloud computing has valid applications, for many it’s downright scary. And in some cases, it is NOT the smartest move, due to compliance issues, security restrictions, speed and performance. A hybrid cloud enables you to put certain pieces of existing IT infrastructure (say, storage and e-mail) in the cloud, and the remainder of the IT infrastructure stays on-premises. This gives you the ability to enjoy the cost savings and benefits of cloud computing where it makes the most sense without risking your entire environment.

**Single Point Solutions:** Another option would be to simply put certain applications, like SharePoint or Microsoft Exchange, in the cloud while keeping everything else on-site. Since e-mail is usually a critical application that everyone needs and wants access to on the road and on various devices (iPad, smartphone, etc.), often this is a great way to get advanced features of Microsoft Exchange without the cost of installing and supporting your own in-house Exchange server. Thus, eliminating a single point of failure.

**Public Cloud Vs. Private Cloud:** A public cloud is a service that anyone can tap into with a network connection and a credit card. They are shared infrastructures that allow you to pay-as-you-go and are managed through a self-service web portal. Private clouds are essentially self-built infrastructures that mimic public cloud services but are on-premises. Private clouds are often the choice of companies who want the benefits of cloud computing, but don’t want their data held in a public environment.

## FAQs About Security, Where Your Data Is Held And Internet Connectivity

**Question: How long will it take to transition my on-premises server to the cloud, and what’s the process?**

**Answer:** *This varies by client as each environment is unique and presents different requirements. Each client works with a project manager and a team assigned to plan and work through the transition seamlessly to meet the needs and expectations of our clients.*

**Question: What if my Internet connection goes down? How will we be able to work?**

**Answer:** While this is a valid concern, there are several ways to handle this in a planned and organized manner. Setting up a diverse and redundant internet connection is critical to make

sure you are not without access to the cloud. Other options include cellular connections and having plans in place for your team to work remotely. This will be discussed in detail with every client for the optimal solution.

**Question: What happens if the Internet slows to the point where it's difficult to work productively?**

**Answer:** We resolve this by keeping a synchronized copy of your data on your on-site server as well as in the cloud. Here's how this works: Microsoft offers a feature with Windows called "DFS," which stands for Distributed File Systems. This technology synchronizes documents between cloud servers and local servers in your office. So instead of getting rid of your old server, we keep it on-site and maintain an up-to-date synched copy of your files, folders and documents on it. If the Internet goes down or slows to a grind, you simply open a generic folder on your PC and the system will automatically know to pull the documents from the fastest location (be it the cloud server or the local one). Once a file is modified, it syncs it in seconds, so you don't have to worry about having multiple versions of the same document. Using this process, you get the benefits of cloud with a backup solution to keep you up and running during slow periods or complete Internet outages.

**Question: What about security? Isn't there a big risk of someone accessing my data if it's in the cloud?**

**Answer:** In many cases, cloud computing is a MORE secure way of accessing and storing data. Just because your server is on-site doesn't make it more secure; in fact, most small to medium businesses can't justify the cost of securing their network the way a cloud provider can. And most security breaches occur due to human error – one of your employees downloads a file that contains a virus, they don't use secure passwords, or they simply e-mail confidential information out to people who shouldn't see it. Other security breaches occur in on-site networks because the company didn't properly maintain their own in-house network with security updates, software patches and up-to-date antivirus software. That's a FAR more common way networks get compromised versus a cloud provider getting hacked.

**Question: What if YOU go out of business? How do I get my data back?**

**Answer:** We give every client network documentation that clearly outlines where their data is and how they could get it back in the event of an emergency. This includes emergency contact numbers, detailed information on how to access your data and infrastructure without needing our assistance (although our plan is to always be there to support you), a copy of our insurance policy and information regarding your backups and licensing.

We also give you a copy of OUR disaster recovery plan that shows what we've put in place to make sure we stay up and running.

**Question: Do I have to purchase new hardware (servers, workstations) to move to the cloud?**

**Answer:** No! That's one of the selling points of cloud computing. It allows you to use older workstations, laptops and servers because the computing power is in the cloud. Not only does that allow you to keep and use hardware longer, but it allows you to buy cheaper workstations and laptops because you don't need the expensive computing power required in the past.

## **What to Look For When Hiring An IT Consultant To Move Your Network To The Cloud**

Unfortunately, the IT consulting industry (along with many others) has its own share of incompetent or unethical people 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; 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 because they want to make the sale.

From misleading information, unqualified technicians and poor management, to terrible customer service, we've seen it all, and we know they exist in abundance because we have had several customers come to us to clean up the disasters they have caused.

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 are few laws in existence to protect the consumer – **which is why it's so important for you to really research the company or person you are considering, to make sure they have the experience to set up, migrate and support your network to the cloud.**

Anyone who can hang out a shingle can promote themselves as a "cloud 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. To that end, here are some questions you should ask your IT person before letting them migrate your network to the cloud:

## **Critical Questions To Ask Your IT Company Or Computer Consultant BEFORE Letting Them Move Your Network To The Cloud (Or Touch Your Network!)**

**Question: How many clients have you provided cloud services for to date and can you provide references?**

**Answer:** You don't want someone practicing on your network. At a minimum, make sure they have been doing this for at least 3 years and have clients you can talk to as a reference of how the technology and the provider perform.

**Question: How quickly do they guarantee to have a technician working on an outage or other problem?**

**Answer:** Anyone you pay to support your network should give you a written SLA (service level agreement) that outlines how IT issues get resolved and in what time frame. I would also request that they reveal what their average resolution time has been with current clients over the last 3 to 6 months.

They should also answer their phones live from 8:00 a.m. to 5:00 p.m. and provide you with an emergency after-hours number you may call if a problem arises, including on weekends.

If you cannot access your network because the Internet is down or due to some other problem, you can't be waiting around for hours for someone to call you back OR (more importantly) start working on resolving the issue. Make sure you get this in writing; often cheaper or less experienced consultants won't have this or will try and convince you it's not important or that they can't do this. Don't buy that excuse! They are in the business of providing IT support, so they should have some guarantees or standards around this they share with you.

**Question: What's your plan for transitioning our network to the cloud to minimize problems and downtime?**

**Answer:** We run a simultaneous cloud environment during the transition and don't "turn off" the old network until everyone is 100% confident that everything has been transitioned and is working effortlessly. You don't want someone to switch overnight without setting up a test environment first.

**Question: 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 as arrogant and make you feel stupid for asking simple questions?**

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

**Question: Where will your data be stored?**

**Answer:** You should receive full documentation about where your data is, how it's being secured and backed up and how you could get access to it if necessary, WITHOUT going through your provider.

Essentially, you don't want your cloud provider to be able to hold your data (and your company) hostage.

**Question: How will your data be secured and backed up?**

**Answer:** If they tell you that your data will be stored in their own co-lo in the back of their office, what happens if THEY get destroyed by a fire, flood or other disaster? What are they doing to secure the office and access? Are they backing it up somewhere else? Make sure they are SAS 70 certified and have a failover plan in place to ensure continuous service in the event that their location goes down. If they are building on another platform, you still want to find out where your data is and how it's being backed up.

**Question: What is THEIR disaster recovery plan? What happens if they go out of business?**

**Answer:** If you are entrusting them with your data in their facility. They better have a plan in place to back that up as well.

**Question: Do they have adequate errors-and-omissions insurance as well as workers' compensation insurance to protect YOU?**

**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 that 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 the bad behavior of their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost clients' laptops (and subsequently all the data on them) and tried to cover it up. Bottom line: Make sure the company you are hiring has proper insurance to protect YOU.

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

**Answer:** All clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

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



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

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

**Question: 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?**

**Answer:** We perform a monthly "fire drill" and perform a test restore from backup for our clients to make sure their data CAN be recovered in the event of an emergency. Upon completion, we then give our clients a report showing this test restore was conducted and that all systems are a "go." If there's a problem, we notify our clients immediately and start working to resolve it the same day. After all, the WORST time to "test" a backup is when you desperately need it.

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

**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 an important step in keeping your data secure.

**Question: Do their technicians maintain current vendor certifications and participate in ongoing training – or are they learning on your dime?**

**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 that 99% of the technicians who apply don't make it through. (Guess who's hiring them?)

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

**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 instead of pointing fingers and putting you in the middle.

**Question: 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"?**

**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.

## Free Assessment Shows You How To Migrate To The Cloud And Avoid Overpaying For Your Next IT Project Or Upgrade

If you're like other CEOs we've helped, you've already been burned, disappointed and frustrated by the questionable advice and **complete lack of service** you've gotten from other IT companies. In fact, you might be so fed up and disgusted from being "sold" that you don't trust anyone. *I don't blame you.*

That's why I'd like to offer you a **FREE Cloud Readiness Assessment** to show you there IS a better way to upgrade your computer network AND to demonstrate how a truly competent IT consultant (not just a computer "mechanic") can guide your company to greater profits and efficiencies, help you be more strategic and give you the tools and systems to fuel growth.

**At no cost or obligation**, one of my lead consultants will conduct a thorough review and inventory of your current computer network, backups and technologies to give you straightforward answers to the following:

- ✓ How using cloud technologies may be able to eliminate the cost, complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery. I say "may" because it might NOT be the best choice for you. I'll give you honest answers to your questions and detail – in plain English – the pros AND cons of moving your specific operations to the cloud.
- ✓ Are your IT systems truly safe and secured from hackers, viruses and rogue employees? (FACT: 99% of the computer networks we review are NOT, much to the surprise of the CEOs who are paying some other "so-called" expert to manage that aspect of their IT.)
- ✓ Are your backups configured properly to ensure that you could be back up and running again fast in a disaster? From our experience, most companies' backups are an epic waste of money and only deliver a false sense of security.
- ✓ If you are ALREADY using "cloud" technologies, are you adequately protecting your organization from the dozens of ways you and your organization can be harmed, sued or financially devastated due to security leaks, theft, data loss, hacks and violating ever-expanding data privacy laws?

**Even if you decide not to move your network to the cloud or engage with us as a client, you'll find the information we share with you to be extremely valuable and eye-opening when you make future decisions about IT.** After all, it NEVER hurts to get a third-party "checkup" of your IT systems' security, backups and stability, as well as a competitive cost analysis.



## There Is One Small “Catch”

Because our Cloud Readiness Assessments take between five and seven hours to complete (with most of this “behind-the-scenes” diagnostics and research we conduct), I can only extend this offer to the first 10 people who respond. After that, we’ll have to withdraw this offer or ask that you pay our customary consulting fee of \$350 for this Assessment (sorry, no exceptions).

**To respond, please call our office at 617-982-2510 and ask for you Cloud Readiness Assessment.** We want to take your call to answer any questions about this letter, my company and how we might be able to help you. You can also e-mail me directly at [pedro@itmsolutions.us](mailto:pedro@itmsolutions.us).

Awaiting your response,

Pedro Nunez

Web: [www.ITMSolutions.us](http://www.ITMSolutions.us)

E-mail: [pnunez@itmsolutions.us](mailto:pnunez@itmsolutions.us)

Direct: 617-982-2510



## **The Top 8 Reasons Why You'll Want To Outsource Your IT Support To Us:**

1. **We Answer the Phones Live.** Between 8 am – 6 pm during business hours we answer the phone when it rings. And if for some reason we can't help you right away, we get back to you within 15 minutes on average and start working to resolve your problem. We know you're busy and have made a sincere commitment to making sure your computer problems get fixed FAST. And since most repairs can be done remotely using our secure management tools, you don't have to wait around for a technician to show up.
2. **No Geek-Speak.** You deserve to get answers to your questions in PLAIN ENGLISH, not in confusing technical terms. Our technicians will also not talk down to you or make you feel stupid because you don't understand how all this "technology" works. That's our job!
3. **100% Transparency.** Quite simply, if you don't know what's happening with your IT and how we are handling changes or issues, how can you hold us accountable? Our goal at IT Management Solutions is to make life simple for successful business owners like you. You'll receive a single dashboard to view and track our performance and that of your systems as well. When we talk to you about system or software concerns, we have real information to discuss with you, so you can make the right decisions.
4. **Regular meetings and communication as your IT Strategic Partner.** When you hire us you gain a partner to watch out and advise you on IT. We will discuss technology trends, concerns and changes that might help or hurt your business. Our goal is to help you reach yours safely and securely.
5. **All Projects Are Completed on Time 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, with no excuses.



6. **Lower Costs, Waste and Complexity With Cloud Solutions.** By utilizing cloud computing and other advanced technologies, we can eliminate the cost, complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery.
  
7. **We Won't Hold You Hostage.** Many IT companies do NOT provide their clients with simple and easy-to-understand documentation that outlines key network resources, passwords, licenses, etc. By keeping that to themselves, IT companies hold their clients "hostage" to scare them away from hiring someone else. This is both unethical and unprofessional. As a client of ours, we'll provide you with full, written documentation of your network and all the resources, software licenses, passwords, hardware, etc., in simple terms so YOU can understand it. We keep our clients by delivering exceptional service – not by keeping them in the dark.
  
8. **Peace of Mind.** Because we monitor all of our clients' networks 24/7/365, you never have to worry that a virus has spread, a hacker has broken in or a backup has failed to perform. We watch over your entire network, taking the management and hassle of maintaining it off your hands. This frees you to focus on your customers and running your business, not on your IT systems, security and backups.

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

### Fast, Reliable, Quality Service and Peace of Mind - Reasonable Price!



**DPI Events**

The challenge we face is that we are big enough to need a network with specific functionality, but not big enough to require a full-time IT staff. IT Management Solutions provided the perfect solution; technical expertise and mindshare we need coupled with flexibility in the level of support. Very responsive, prioritize important issues that arise with them quick effective solutions. Detailed follow-up and preventive maintenance; more than once this helped avoid major problems with our network. Companies these days make claims about customer service and looking out for the best interest of their clients. IT Management Solutions follows through with actions every day!

### Excellent Service, Highly Responsive, Extremely Knowledgeable



**SDE Engineering**

Why did we choose IT Management Solutions? Their professional expertise and a team that seems genuinely interested in helping our organization succeed. From day one IT Management Solutions worked to help with any IT related issues. Even though we're a small Engineering Firm, you've always treated us like a Fortune 500 client. The speedy, friendly service, the cutting-edge technology . . . we'd be lost with our IT needs without IT Management Solutions! I will strongly recommend them to any small business looking for a reliable IT provider who is eager to help.

### Thanks to ITMS, we could concentrate on running our business



**Vanguard Dental Group**

In IT Management Solutions we found a company that was eager to unburden us of the effort and time we had been spending on IT, meaning we could concentrate on running our business. IT Management Solutions' ongoing management of our IT infrastructure has ensured stability and their realistic proactive approach ensures we don't overspend unnecessarily.

### Excellent Knowledge, Responsiveness and Expertise



**Paradise Dental  
Associates**

We could not be more satisfied that we switched to ITMS for all our technology needs years ago. Now we focus on dentistry, not our IT. Our systems have been upgraded so everything runs faster, smoother and with little to no effort on our part. Our hardware, software and backup systems are state of the art and we can sleep at night knowing our data is protected. We routinely recommend ITMS to colleagues and will happily continue to do so.

## An Integral Part of Our Team



**Northbridge  
Companies**

We hired IT Management Solutions in January 2012 to bring our server and computer systems to the next level. They have helped 19+ communities in Massachusetts, New Hampshire and Maine. They have also helped design and implement a business solution that allowed us to share important resources with over 1,200+ employees quickly and securely. I strongly recommend IT Management Solutions for any company that is looking for a professional, responsible and reliable IT provider.

## Hiring Pedro and His Staff was the Best Decision I made!



**Silverio Insurance**

Having IT Management Solutions assume responsibility for our IT functions, allowed the company to focus on our core businesses. IT Management Solutions personnel works closely with my staff and resolves all issues quickly. As I look back since 2008 and the many decisions that were made, teaming up with IT Management Solutions was certainly the right decision. Thank you to Pedro and the staff of IT Management Solutions for all your help, support and a job well done!

## Thanks to ITMS we can focus on what's important. Our Business!



**Amherst Village  
Dental**

Pedro and his team are some of the hardest working and consistently superb people I've dealt with in this industry. They have a streamlined infrastructure allowing them to cover all bases and produce excellent results. They know the hardware, the software, the process, and the lifecycle. His investment in his company has positioned them for continued growth without sacrificing customer service in any way. IT Management Solutions is the only company I would consider for my Managed IT Services and Technical Support needs.

## Responsive, Helpful and Honest



**CCC Financial**

I have been working with ITMS since the Fall of 2017. They installed our computers and printers at that time. Every night we are backed up and I feel comfortable knowing all our information is safe. This company responds quickly and is helpful with any questions. I can honestly say I have peace of mind knowing that ITMS is servicing us. I strongly recommend them.