

HOW DOES YOUR CURRENT COMPUTER SUPPORT GUY STACK UP?

How can you tell if you are receiving good or substandard service? How do you know if your computer guy is doing everything possible to secure your network from downtime, viruses, data loss, or other frustrating and expensive disasters? Could your current technician actually be jeopardizing your network? If your technician does not want a "yes" on every point, you could be paying for substandard support.

TAKE THIS QUIZ TO FIND OUT!

- Do they respond to emergencies in 1 hour or less?
- Are they easy to reach and responsive when you need their help in an emergency?
- Do they offer an ongoing maintenance program to keep critical security settings and patches up to date?
- Do they offer a monitoring system to watch over your network 24/7 for anything problematic?
- Do they proactively offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?
- Do they provide detailed invoices that clearly explain what you're paying for?
- Do they explain what they are doing and answer your questions in terms that you can understand?
- Do they complete projects on time?
- Do they follow up on your requests quickly?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do they have other technicians on staff who are familiar with your network, or does your regular technician quit on vacation or gets sick?
- Do their technicians maintain current vendor certifications and go through ongoing training?
- Do you feel as though they are learning on your team?
- Do they seem constantly rushed?
- Do they take calls from other clients while working on your network, or do you have to wait?
- Do they discuss about backing up your network and having a disaster recovery plan in place?
- Do they offer to meet with you regularly to review your business goals, your network status, and their own performance in supporting your company?
- Do you have to manage their progress on projects, or do they provide frequent updates, status reports, and follow-up calls and e-mails?
- Do their projects always end up costing more and taking longer than you expected?
- Do they offer to coordinate and lead the project guides, or do they just themselves a role as a consultant with "time and materials"?

 **Hospice Care Ottawa**
 IT Support Solutions

“We’ve had every guy to be on my path with, but like you?”

“I just wanted to take a brief moment this morning and thank you for all your hard work on our new server set up and implementation. This just made us so happy to be on a long road but we are all very glad to be on the path with you like you!”

I really appreciate all of the work that each of you have and continue to put into the project. It really is amazing. We're working through the end of your support. We will have a very heartfelt thank you for your work.

 **Aaron Labaree**
 Popeye's Supplements
 Home and Southern Ontario
 www.popeyescanada.com

IT Made Easy and Fun

“You do a nice job of really the best in the Ottawa market for your industry. You seem to have a way to make a topic that is usually a source of frustration for business owners and makes it a lot fun. Good thing is after something like that done well with, even when a client gets frustrated, your team always comes through to the solution and even if the work isn't good, there is a real sense that they care.”

(L+D) Philippe Duple
 L+D Networks

Trusted advisory

“We are pleased to receive an endorsement of service from a client who has been an important part of our IT industry. We can assure that there is nothing the most efficient solutions and most cutting-edge products to resolve our client's problems. With Neolore by our side, we have the confidence to continue growing our business.”

 **NEOLORE NETWORKS INC.**



IS YOUR
**COMPUTER MAKING
 YOU SO CRAZY**
 YOU WANT TO TAKE
A HAMMER TO IT?





IMAGINE...

You sit down at your computer and it starts right up, runs lightning fast, and does exactly what you need it to without any hiccups at all. You sleep easier at night knowing that a team of professionals are monitoring your network and your data 24/7. All day a great customer care team is on hand to help with printers, viruses, backups, and more. And if you ever encounter when you do experience some kind of problem, you get on the phone and either receive a technician logging into your system remotely and fixing it on the spot or someone to help.

BUT DON'T ALL IT COMPANIES DO THIS?

They all should do this, but many don't. In fact, the best managed service has become a buzz word that all IT companies throw around. However, there are a lot of companies out there who are not providing the best service and charging you for it. It's not until you're proactively finding and fixing problems that you'll know the difference. We're the "you know that Comcast computer support line that you've called included with the price to see if you'll get really busy in March? It's monitoring and maintaining your network.

SO WHY ARE WE GIVING AWAY FREE SUPPORT?

Some people think we are crazy for offering free service. They say, "What are other people will just take advantage of you?" The truth is, some people don't. But we know that most business owners are just tired people trying to fix a computer they can't find to fix and maintain their computer network.

That's why we want to give you the best service out there. It's not that we are happy from the best of what we do, but I don't think it's fair to you to not get a service to fix it.



As you can see, we included a small "gift" bundle with this offer for two reasons:

- 1 I have something very important to tell you so I want to be absolutely sure I have your attention, and...
- 2 Since most people feel like taking a hammer to their computer when it's not working, I thought a hammer "stress ball" would be an appropriate eye-catcher.

Here's what this is all about. My name is Jim Deakhouse and I'm the owner of Secure Networks Inc. Since we specialize in fixing computer problems for business owners like you, I know how incredibly frustrating it can be to have your computer, printer, or laptop not working when you have deadlines to meet and work to be done.

That's why I'm so excited to announce that we've discovered a way to proactively monitor and maintain the computers in your office to proactively eliminate the most common causes of computer "age," including:

- Unreliably slow PC/M performance
- Error messages, can't access the server, corrupted system crashes
- Virus, spyware
- Data loss, missing a media
- Slow internet connectivity
- Applications not working

...and more. We'll even give you a free "stress ball" hammer to use when your computer gives you a hard time. It's a great way to relieve stress and frustration. So, if you're ready to get the best service out there, call us today at 613-554-5155 or email info@securenetworks.com.

www.secure.com

BUT WHAT IF YOU DON'T HAVE A PROBLEM RIGHT NOW?



Maybe you don't have an urgent problem that needs to be fixed right now. Maybe you think you have your computer network "handled." Maybe you don't even have a regular IT support guy and think you don't need our services. After all, if it ain't broke, why fix it?

I completely understand that point of view, so let me show you how you can still profit from this offer. Even if you don't have a computer problem, you can use your 2 free hours of network support to have us conduct a complete audit of your computer system and network for hidden problems developing under the surface that could turn into bigger, more disruptive events that could cost you thousands in lost productivity, downtime, and computer repair bills. In the change, one of our friendly technicians will come to your office to:

- Check for security log files that could show signs of hackers access to your network
- Update the your network security software, including antivirus
- Review system logs for error messages and warnings signs for hardware issues
- Upgrade slow, unstable PCs
- Perform a quick network "tune-up" to make programs and files run faster
- Troubleshoot any issue or problem you've been having or just give you a "free" eye exam.

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EASY WAYS TO "ACTIVATE" YOUR FREE SERVICE CALL VOUCHER



1. Email info@securenetworks.com with your voucher code.



2. Call 613-554-5155 and provide your voucher code.



3. Text 613-554-5155 with your voucher code.

It's important to be very clear that when you take advantage of this offer, you are not responsible for or being anything. As a result, I will give you my personal guarantee that you won't have to pay with a quality, urgent computer network. I don't guarantee that you'll pressure any more than you do. So go ahead and activate your voucher now. You can either call our free service call right away, or you can keep it on reserve to use when you feel you will need it. Either way, go ahead and request your "free" eye exam now!

Looking forward to meeting you,

Jim Deakhouse
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Secure Networks Inc.
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