


**10** things you should know about an IT provider's managed services. See how they stack up against TechXpress.

THE COMPETITION

		COMPANY 2	COMPANY 3
1. <b>No long term contracts</b> Contract length says a lot about a provider. Our contracts are flexible, giving you the option of quarterly or yearly commitment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <b>The provider is experienced</b> Look for a provider who has not only been in business for at least 5 years, but one who is also recognized as keeping current with today's best practices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. <b>Microsoft Gold Certified</b> This top certification means a provider gets positive ratings from clients, keeps current on the latest technology, and has every technician on staff certified through Microsoft.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <b>Unlimited on-site support</b> It's not really an "all you can eat" plan if it's only done remotely. With our NetGuard Plan, on-site support is included along with Remote Assistance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <b>Free after-hours support</b> Our help desk is staffed live from 8 am to 5:30 pm and after that our engineers are on-call for emergencies - at no extra charge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <b>Scheduled Proactive Planning</b> How do they manage your account after you've signed up? Does an assigned team of experts meet with you regularly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <b>Visit the provider's office</b> Do they look like a viable operation? Do they have a secure facility with access control? Are they locally staffed and operated? If they don't want you to stop by, there's a reason.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. <b>Software Training for Employees</b> Making technology work right is only part of the solution. Helping your staff to effectively utilize it is just as significant. Does the provider offer an efficient solution to address this?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <b>Wholesale Equipment Discounts</b> Does the provider look out for your best interest by passing along their wholesale pricing to you? If not, they are being incentivized whenever your equipment breaks!	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <b>Security Software Needs</b> Are essential security software services part of the support offering? NetGuard includes high-end anti-virus, anti-spyware, and spam filtering software at no extra charge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Signature of our representative

A salesperson may say they meet these 10 criteria, but make them sign it - they should stand by every line.

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TechXpress

▶ **A message from our company CEO:**



Thank you for taking the time to learn more about TechXpress. As an experienced managed service provider, we believe you should know what makes us different right up front - so we put it in writing. A lot of providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business; don't trust it to just anyone.



Bryan Sarlitt, CEO

