



The Ultimate Small Business Guide to Setting Up A Work From Home or Remote Network Access System

Critical Facts Every Business Owner *Must* Know Before Installing A 'Virtual Network' To Allow Employees To Work From Home or Remotely

If you are the owner of a small or medium sized business that is currently “working from home” or if you want to implement a virtual network to enable you and your staff to work remotely – DON’T - until you read this eye-opening guide.

This report will explain in plain, non-technical terms, best practices for setting up remote access for you and your staff, as well important questions you should ask any computer consultant you are currently working with or considering, to avoid making the most commonly made, costly mistakes when setting up and using the technology in a work from home environment.

You’ll Discover:

- The single most important thing you **MUST** have in place now or before starting any work from home or remote office initiative.
- 7 **CRITICAL** *characteristics you should absolutely demand* from any IT professional you’re working with or considering for your remote office technology; **DO NOT** trust your infrastructure to anyone who does not meet these criteria.
- How to request a Free Remote Access Consultation.



April 2020

From the Desk of: **Mike Hughes**
President, Network Titan

Dear Colleague,

My name is Mike Hughes and for over 14 years, I have provided business and technology consulting services to hundreds of small and medium businesses in San Diego and Orange County.

I'm a technology consultant with a long track record of helping my clients enjoy more stress-free productivity, lowered costs and competitive advantages. That's why I've published the following business advisory guide.

We (myself, our techs) understand your stress and concerns regarding your new and mandatory work from home business environment.

The good news is, if set up securely and correctly, this new environment can drastically increase productivity, cut costs and drive more profit to the bottom line. Working from home, in some form, is here to stay.

And since you've been thrown into it, there is no time better than now to be sure you are as productive and secure as you can be.

The Single Most Important Thing You Must Have In Place For Your Remote Access - Work From Home Environment

The single most important thing for you to do first is to find a very experienced IT consultant who will review what you have, make recommendations and improve or implement the right technology to support your specific situation and needs. Do this to avoid expensive mistakes and unnecessary frustration.



7 CRITICAL Characteristics You Should Absolutely DEMAND From Any IT Professional You're Working With or Considering;

DO NOT Trust Your Infrastructure To Anyone Who Does Not Meet These Criteria!

There is no "one size fits all" solution; the best solution is greatly dependant on your specific business needs, the applications you use, how many people will be accessing your systems remotely and dozens of other factors. **That's why you want to look for and partner with a consultant who meets the following criteria:**

- 1. Look for a consultant who has experience setting up remote access and STRONG (and recent) client references.**

Do you really want to be the person who "pays" for your consultant's training? I've found that the price to correct problems created by novices is much greater than the cost to do it right the first time with an experienced technician. Ask for *recent* references and call them! Past performance is generally a good gauge of future performance.

- 2. Make sure they do a THOROUGH evaluation up front.**

If your consultant doesn't insist on doing a thorough evaluation BEFORE handing you a proposal, do NOT hire them! If they don't do their homework they could easily sell you the wrong solution, causing you to have to spend MORE money, MORE time, and have MORE frustration getting to what you really need. Most consultants will do a quick, cursory review and provide a free recommendation (proposal) because they want to close the deal fast. Here is a short list of the things they should investigate or ask you:

- How many employees are or will be working remotely?
- What applications (including specialty or proprietary apps) and data will your employees need to access?



- What types of devices will your staff use to access the network?
- What type of internet connection will be used?
- What levels of security are needed?
- What level of user activity monitoring do you want in place? For example, are there certain web sites and content you want “off limits?”
- Are remote users printing secure documents?

3. Make sure they are able to TRAIN you and your staff.

So many computer consultants are great at installing the “stuff” but fall short on training you and your staff how to use the technology they’ve just sold you. Make sure you hire someone who is able and willing to do the “hand holding” required when installing any new process or technology.

4. Make sure they can provide help desk support AFTER hours.

One of the main appeals to working remotely is the ability to work at night or on weekends; that means you need someone to be “on-call” during those off-peak hours if you or your employees have technical problems logging in or accessing the network. Bottom line, if your consultant doesn’t offer after-hours support, don’t hire them to do the job. There is no benefit to having remote access if you have to wait until Monday or 9am the next day for support.

5. Make sure they INSIST on maintaining the network.

Virtual office networks require more 'care and feeding' to make sure they work fast and stay secure. You cannot “set it and forget it” or you’re asking for problems. Only hire someone who is prepared to perform regular check-ups and updates of your network, usually under a maintenance or managed services plan.



6. Make sure your consultant is willing and able to be a vendor liaison for your specific business applications or other specialty applications.

It's amazing how many critical applications work fine within the office network, but then slow down or shutdown when accessed through a remote location. It's important to ensure your consultant is able and willing to confirm your applications will operate efficiently remotely, which means they may need to get on the phone with the help desk of one or more of your software vendors. Some consultants do NOT offer this service or will charge you extra for it.

7. Look for a consultant has expertise in setting up employee monitoring and content filtering.

It's more difficult (but not impossible) to protect client information and data when it's stored on a location outside of your office. Therefore, make sure the company you hire has expertise in setting up and managing content filtering and security for remote machines.



Concerned About Your Current Work From Home Environment? Our Free Remote Access Consultation Will Help Put You At Ease

As a prospective client, we'd like to offer you a free Remote Access Consultation. At no charge, we will review your current situation, business practices and needs and provide recommendations on how you can quickly and easily set up or improve your remote access system.

We will discuss your options, clarify any grey areas, and answer any questions you have. We will also map out the costs and steps involved so you know exactly what to expect.

You are under no obligations to do or buy anything; this is simply our way of introducing our services to you and demonstrating how we can make your work from home environment a complete success.

We Can Show You How To Thrive While Working From Home, Just Like These Current Clients...

Outstanding Customer Service No Matter The Time Or Location.



Jim Buechler
President & CEO at Cutwater Spirits

Working with Network Titan is like having your own in-house, IT department but only better. Mike and his team are focused on providing outstanding customer service no matter the time or location. Simply put, they're outstanding! Network Titan is incredibly responsive and technically sound. They consider your business to be their own. **It's hard to go wrong with Network Titan. They provide a responsive, cost-effective solution to all your IT needs.**



Network Titan Makes Us A Priority.



Victoria Switzer

Director of Accounting at Gomez Trial Attorneys

It is hard to pick just one benefit seeing as Network Titan is the best IT firm we could wish for. We are consistently impressed with the after-hours support, follow through on all requests, prompt responses and support. Network Titan makes us a priority. Although they have many clients, we always know they are available to us, regardless of time or day. Being a small company, IT issues can completely shut us down and working with Network Titan gives us a peace of mind. **We know we can always count on them.** Don't wait for the IT catastrophe to happen, get ahead of it with Network Titan.

Our Firm Has Less Stress And Increased Productivity.

Network Titan does an awesome job! **Since engaging with this IT company we have less stress and increased productivity.** We don't have to spend the time trying to figure things out for ourselves and trying to troubleshoot. Their outstanding staff is knowledgeable, helpful, courteous, responsive and available. They have alleviated a lot of our stress over our IT issues and we feel more secure knowing they are there for us.

Hazel Martinez

Firm Operations Manager

Network Titan Is Trustworthy, Efficient And Knowledgeable



Christina Docter

Partner at
ColeyDocker, Inc.

Working with Network Titan has given us confidence that when something goes wrong our IT Company will go the extra mile to make sure our issues are resolved. They have proven time and again that they are trustworthy, efficient, and knowledgeable. Network Titan makes us feel like we are their only client. Our calls and emails are answered quickly, our requests are handled in a timely manner, and our staff are on a first-name basis with most if not all of the Network Titan technicians. It's refreshing to deal with a local business staffed with honest and capable technicians who have our best interest at heart. **Working with Network Titan, you will have a number to call with a reliable person on the other end who will know you and your company by name and how best to help you.** If you are looking for an IT company that will go out of their way to show you that you are valuable to them as a client I recommend Network Titan wholeheartedly.



What To Do Now – One of the Following:

To request your Free Remote Access Consultation, do one of the following:

1. Complete our website contact form and we will call you back:
www.networktitan.com/contact-us
2. Call us directly at 619-255-2621.
3. Schedule a 15 Minute Call to answer questions: <https://www.scheduleyou.in/RCq4Uf>
4. Send me an e-mail: mike@networktitan.com

Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting – a get to know us - to see if Network Titan can be of help to you.

Stay safe,

Mike Hughes
President
Network Titan
www.networktitan.com
619-255-2621

P.S. Please make sure you visit our web site to see our incredible 60-day 100% Money-Back Guarantee that we put on our services. You won't find another IT consultant who is confident enough in their services to put as bold a guarantee in writing as the one we have.