

# Critical Questions You **Must** Ask Before Hiring Any IT Company

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A Free Report By:  
Network Titan  
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# Critical Questions You **Must** Ask Before Hiring Any IT Company

If You Depend On Your Computer Network To Run Your Business, This Is One Report You DON'T Want To Overlook!

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This free report will explain in simple, non-technical terms what you need to look for when outsourcing your IT support, as well as cost-saving strategies, insider tips and critical questions you **MUST** ask any computer consultant before giving them access to your computer network. If your current “guy” can’t answer a confident “Yes” to all questions, it might be time to look for someone else.

## **You'll discover:**

- The single most expensive mistake most small business owners make when hiring an IT consultant.
- The surprising reason most small businesses fall victim to substandard support.
- What some IT consultants are doing to take advantage of business owners, and how to make sure you're not one of them.
- How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

**From the Desk of: Mike Hughes**  
**President and CEO**  
**Network Titan**

Dear Fellow Business Owner,

Hi, my name is **Mike Hughes**, President and CEO of **Network Titan**. As a business owner myself, I know how insanely busy you are, so I'll get right to the point of this report.

Although we've never met, I'd be willing to wager a bet that your computer network – and the critical data it holds – is not nearly as secure as you think it is. **How do I know?**

Because over and over again I'm absolutely SHOCKED by the incompetence and irresponsibility I discover when I audit most business networks. In 98% of the network systems I review, I find faulty or non-existent backups, security loopholes, shoddy documentation and flawed systems that simply cost more to maintain and don't align with the operations of the business.

Plus, we get dozens of '911 crisis calls' from business owners with a major technical disaster that COULD have been prevented. **Why do so many businesses pay for substandard computer support?** Simply because they don't have the resources to truly verify that their network IS secure and end up having to take someone at their word.

That's why I've offered this report to all the business owners in our area to EDUCATE them about what to look for in an IT consultant and Managed Service Provider (MSP). Quite honestly, I'm stunned at the oversights and sloppiness of most self-proclaimed "experts" and I want to see the standards raised. On the following page you'll find a mini acid test you can use to determine whether or not your network really IS being supported properly.



**If your technician does not score a “yes” on every point, you could be paying for substandard support AND be wide open to a very expensive, very frustrating computer and data disaster:**



- ☐ Do they answer their phones “live” and respond to support issues in 1 hour or less?
- ☐ Are they remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up to date?
- ☐ Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated backup system ?
- ☐ Do they INSIST on doing periodic test restores of your backups to make sure the data readable and retrievable and could be restored in the event of a disaster?
- ☐ Have they provided you with written, network documentation detailing what software licenses you have, critical network passwords and hardware information, or are they the only person with the “keys to the kingdom”?
- ☐ Do they consistently (and 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 are paying for?
- ☐ Do they explain what they are doing and answer your questions in terms that you can understand (not geek-speak)?
- ☐ Do they complete projects on time and on budget, or does every project end up taking longer and costing more than you expected?
- ☐ Do they offer any guarantees on their services?
- ☐ Do they arrive on time when on-site help is necessary?
- ☐ Do they have other technicians on staff who are familiar with your business and network in case your regular technician goes on vacation or is out of the office?
- ☐ Do their technicians maintain current vendor certifications and participate in ongoing training, or do you feel as though they are learning on your dime?
- ☐ Do they take calls from other clients while working on your network (and on your dime)?
- ☐ 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 they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide-open playing field with “time and materials”?

## If Your Current IT Guy Failed This Test, I Want to Give You A FREE Network Audit To Make Things "Right"

I know you are so busy running your business that you simply don't want to think about the security and health of your IT systems UNTIL something major happens.

If that's you, consider this a "friendly reminder" to get your network checked out – if nothing else, it's a good way to get a third-party review of your network's security.

And to make it a complete "no-brainer," I'm offering a Network Checkup for FREE so you have no excuse for making sure that your computer network is safe not only from spyware and viruses, but also hackers, spam, data loss, hardware failure, software corruption and a number of other disasters.



### For Free, I Will Come To Your Office And...

- ☒ Check your firewall's security settings to make sure you are protected from the latest hacker attacks, worms and viruses.
- ☒ Perform a non-invasive scan and a 16-point health check audit to evaluate your company's IT systems – a revealing process that helps you understand where your risks and security gaps are in your IT systems and cybersecurity.
- ☒ Check your network's backup system to ensure it is working properly and accurately backing up all of the critical files and information you never want to lose.
- ☒ Verify that you have the most up-to-date security patches installed properly; miss one critical update and you're a "sitting duck."
- ☒ Diagnose slow, unstable PCs.
- ☒ Perform a basic network "tune-up" to make programs and files load faster.

To reserve your **FREE** Network Checkup,  
please visit **www.NetworkTitan.com**  
or call our office at 619-255-2621.

## Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can access your network —undetected for months—to access and remotely control your network, steal usernames and passwords, corrupt your data, and use your network as a conduit for spreading spam, viruses, and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, unstable and susceptible to viruses, spyware and hackers. Tape backups have a failure rate of 100%—that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.



## Think About This...

**What else in your business is more valuable than the data on your network?** Just imagine how devastating it would be to lose it! That's why this Check-Up is so important. We'll conduct a comprehensive review of your network's security settings to make sure your data is safe and secure.



## Okay...So What's The Catch?

I bet you're wondering why I'd be willing to give this away for free, so let me explain. First off, I want to be clear that this is NOT a bait and switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way.

We are simply offering this Free Network Check-Up as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with.



**To reserve your FREE Network Checkup,**  
please visit **www.NetworkTitan.com**  
or call our office at 619-255-2621.

## After All, Don't You Just Want Your Computers and IT Systems To Work The Way They're Supposed To?

That's why I'm making this offer. I know that we are hands down the best at what we do, but I don't think it's fair for you to risk your money to find out. I don't expect everyone to become a customer of ours, but I know that some will end up becoming incredibly happy, long-term clients, just like these business owners:



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The greatest single benefit of having Network Titan handle our IT services is that we are very hands off. I can let Mike and his team know what we need and they just get it done. This allows our company spend time focusing on our clients without having to worry about our network systems. **Network Titan has removed a huge burden from my business day and has allowed me to put more attention to business.**

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– Danny Barnett, CFO, Nova Services



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Network Titan is trustworthy, fair and always available. Their response time is incredible. **When a problem arises and a computer is down they get the problem solved incredibly fast.** Network Titan is always there for you when you need them and is looking to build a long-lasting relationship

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– Robert Burner, President, American Sheet Metal



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It is hard to pick just one benefit 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. **...they give us a peace of mind. We know we can always count on them.**

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– Victoria Switzer, Director, Gomez Trial Attorneys



## Here's How It Works...

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To get your FREE, no-strings-attached, Network Check-Up:

Visit [www.NetworkTitan.com/contact-us](http://www.NetworkTitan.com/contact-us) and send us a message.

Or book a quick call online at <https://www.scheduleyou.in/RCq4Uf>.

Or if you prefer to speak to me directly about this, **call my office at 619-255-2621 ext. 101**. After we receive your request, we'll schedule a convenient time to conduct a complete health check of your network. When we're done, we'll give you a comprehensive, easy-to-read summary of findings that will show any problems, threats or vulnerable areas that need to be addressed.

If we discover any issues, we'll also provide you with a recommended action plan and fixed-fee quote on what it will cost for us to resolve it. No hidden fees and no bait and switch. If you decide to hire us (you're under no obligation), we'll get to work on it immediately.

**And if we find out everything is safe and secure, you'll breathe a big sigh of relief knowing the true state of your network's health and security.**

**What do you have to lose?** Don't let another day go by without verifying the health and security of your network! We're making this as easy as possible to say yes – all you have to do is contact us and we'll do the rest!

Sincerely,

Mike Hughes  
Network Titan  
619-255-2621 ext. 101  
[www.NetworkTitan.com](http://www.NetworkTitan.com)

**P.S. Remember! You are under no obligation to do or buy anything and we are standing by to answer questions and discuss your needs.**

**To reserve your FREE Network Checkup,**  
please visit **[www.NetworkTitan.com](http://www.NetworkTitan.com)**  
or call our office at 619-255-2621.