Braver®
Technology Solutions, LLC

11 Reasons Why

You Need The Best IT Help

Here are some of the reasons our clients choose Braver Technology

1

You need someone who will be there for you

For over 30 Years Braver Technology have been solving It issues for Eastern Massachusetts and Rhode Island. Our origins date back to the very first personal computers. Chances are if you have an issue we have seen it before.

2

You want to talk to someone now

We always have a live person answering the phone. When you have an emergency, you don't want to leave a message and hope someone gets back to you. You need to talk to someone right away. We always have a team of people in our office ready to answer the phone. Our average time to answer the phone is **under 2 rings.**

3

You want more than just our word

When we say we will be there for you we mean it. We need to prove ourselves EVERYTIME we walk through your door. But what does that really mean? That means if you are not happy with us for any reason you can cancel our agreement. **No lengthy contract terms to wait out,** no legal paperwork to fill out. We shake hands and stay friends. That's it.

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4 You don't want surprise invoices

Our Priority Care is simple and straight forward. You have a problem, we fix it, that's it. For a flat monthly fee you have unlimited support from a senior IT staff that is ready to help you. We won't send you unexpected invoices for things that you think should have been covered. If it was working and stopped working, we will fix it.

5 You need your data to be safe

The most important assets of your company are stored on your computer systems. You need to know that it will always be there and always be available. We monitor our client's backups live in our office. But we go even further than that. Our engineers have a trust but verify approach to backups. We perform test restores on your data regularly.

6 Your users expect their computers to work when they need them

Our ReadyVault Quickstart product line protects our clients from the business downtime associated with some of the worst scenarios possible. We measure the response time for bringing your system back online in minutes not hours or days. Your office is back in business and working.

7 You want real engineers that are really in the US

We do not outsource our engineering staff ever. When you call our office you talk to real engineers that are really based in our office. We know who the Patriots, Red Sox, Celtics and Bruins are. We know you because we are you.

8 You want to see someone at your office

There are many IT companies who try to solve everything remotely. They save money and hire lower level engineers. Sometimes the fastest resolution to a problem is to fix it remotely. However sometimes you just really need an engineer onsite to fix the problem. If the fastest solution to the problem is to get to your site we will be there. Our goal is to get the issue resolved in the quickest way possible.

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You want the right solution for you not us

We do not have anyone on our staff on commission or client based incentives. When you speak to anyone on our team from sales to engineering to admin you are assured they are in your best interest. How do we do this? Our entire staff is incentivized on client feedback not revenue or any other financial based metric. Our sales team finds the right product for you even if it's from another vendor.

10

You need to talk to someone who has experience right away

Most IT companies will start the call processing with low skilled engineers and then escalate the issue up. This process will save them money but it will cost you time. All of our engineers are Level II or higher. That means you talk to a high level engineer every time right away. What does a Level II engineer mean? That means every technician you speak with has the ability to completely build and deploy a server if needed. No escalation means faster resolution.

11

You want a complete team not just a few people

Braver has a complete staff to take care of your needs. You know the pain of dealing with smaller organizations. You can never get through or have to wait for help when you need it the most. We have a fully staffed support desk, over fifteen engineers, a field staff, a sales staff, and admin staff. Whether you need a quick quote for a PC, a complete new server or just a password reset, you have a full team ready to help.

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Legal Specific:

You want more billable time

We know most legal firms bill their clients by the hour. In order for you to be profitable you need to be able to work. We help our law firms work anywhere, any time they need it. Whether it is in the office, on a plane or working from home **we assist in getting you to the legal matters you need to get the your work done and your clients billed.**

HealthCare Specific

Your patients need you to be there

We know the most important part of your system is being able to check patients in and access their records. We make sure your system is ready to see patients when you are. Whether you are in an exam room or at the front desk your patient data is there when you need it. Your patients expect you to be there and you expect your computer system to be ready for you.

Your Patient data needs to be safe

HIPAA, You know the word and we know the security. We work with medical firms all over Eastern Massachusetts and Rhode Island to keep their confidential patient data where it needs to be, confidential. We help our clients navigate the endless technical questions involved in their HIPAA questionnaires. We know what you need to do and we will help you do it.