We Make IT Work

Braver®

	Company A	Company B	Company C	BRAVER
• **Live Phone Support:** Do they answer their phones live, ensuring immediate assistance?				✓
• **Guaranteed Response Times:** Do they have a written, guaranteed response time for the support tickets you submit?				✓
• **24/7 Availability:** Do they provide weekend and after-hours support to address your needs around the clock?				✓
• **Clear Communication:** Do they take the time to explain things in plain English, avoiding confusing "geek speak"?				✓
• **Professionalism:** Do their technicians arrive on time and dressed professionally?				✓
• **Transparent Billing:** Do they provide detailed invoices that clearly explain what you are paying for?				✓
• **Comprehensive Insurance:** Do they carry adequate errors and omissions, business liability, and workers' comp insurance to protect you?				✓
• **Project Accountability:** Do they guarantee, in writing, to complete projects on time and within budget?				✓
• **Proactive Monitoring:** Do they insist on monitoring your network 24/7/365 to prevent problems from turning into downtime, viruses, and other issues?				✓
• **Security Reporting:** Do they provide regular reports for backups, patches, and updates, ensuring that your systems are secure and protected?				✓
• **Regulatory Compliance:** Do they assist you in navigating complex regulations like CMMC, NIST, HIPAA, GDPR etc.?				✓
• **Team Depth:** Do they have multiple technicians familiar with your network, or are they a "one-man band" who could be unavailable when you need them?				✓
• **Truly All-Inclusive Support:** Is their "all-inclusive" support plan truly all-inclusive? What's NOT included?				✓
• **Backup Monitoring:** Do they insist on monitoring both on-site and off-site backups? Do they conduct periodic test restores of your backups?				✓
• **Pre-Project Backup:** Do they ensure your network is backed up before starting any project or upgrade?				✓
• **Disaster Recovery Planning:** Will they provide a disaster recovery plan to restore your network quickly in the event of a disaster as part of their service, or is that an extra cost?				✓
• **US-Based Help Desk:** Is their help desk US-based, or is it outsourced overseas?				✓
• **Ongoing Training & Certifications:** Do their technicians maintain certifications and participate in ongoing training to stay current with the latest technologies?				✓
• **Comprehensive Cybersecurity:** Do they provide a comprehensive cybersecurity protection plan? Do they also offer cybersecurity training for your employees?				✓
• **Vendor Management:** Will they take ownership of dealing with your ISP, phone company, and line-of-business applications, or are you left to manage these relationships on your own?				✓
Your Choice…				