

11 Things We Do Better



We Are FUN To Work With.

Anyone can fix a computer, but the experience of working with the person helping you is so important (recall the last time you went to a nice restaurant vs. McDonalds). The Methodology IT team genuinely cares about every client. This drives us to provide absolute fanatical support of their systems.



We Strive For LIVE Answer On Our Calls.

Our goal is to answer every call with a LIVE person. Forget being in automated menu hell. If getting someone to fix your computer is as painful as the computer problem itself, it's a never-ending cycle of frustration. If you happen to get our voicemail it becomes a ticket on our service board immediately and you can be sure to get a call back.



We LOVE Documentation.

Proper documentation of your network is critical for fast resolution of problems and to get projects done right the first time. It's not even a question for us: all requests are documented, resolution is documented, diagrams of your network are created... and your passwords are stored in a secure, encrypted location.



Fast Response To Requests & Critical Response Time Guaranteed.

Some companies think if your problem doesn't seem that bad they can wait a few days to call you back.... We get back to you fast so you know when your problem will be resolved. Our contracts spell out our response time, and when you're dead in the water, we respond – FAST.



We Help Solve Your Business Problems.

We sit on the same side of the table as YOU to provide business solutions to business problems. We don't try to sell you the latest tech gizmo. Instead, we listen to your business problem and offer several strategies to resolve the ROOT of the problem and achieve your objectives.



Security Is Paramount.

At Methodology IT we follow and enforce Security Best Practices for all our clients, as well as internally. Your Security is only as good as the weakest link in the chain. We educate our team and our clients on cyber security to keep networks safe. We've got your back!



Committed to Quality.

We don't pursue every company that needs computer support. We choose only clients that share in our values. Serving a company's IT and critical network needs is a HUGE responsibility that we take very seriously. It takes teamwork and a solid commitment of good communication, excellence, and industry best practices to serve a company in an excellent manner. If we cannot succeed because of value differences – we simply don't pursue the opportunity.



A Wide Spectrum Of Skills And Experience.

From quick PC fixes to total server and network engineering – we've got it. If there's ever a problem we can't solve, we know who to contact to get it fixed.



We Talk Plain English.

We want you to understand what we are doing and what the problem is. No geek-speak here!



A Proven Track Record.

Unlike others in our industry, we can prove and show you how we deliver peace of mind, less downtime, faster problem resolution, data protection, money savings, streamlined communications, and simplicity in IT management for you.



Satisfaction Guaranteed.

All our programs and products come with an unprecedented 100% Money Back Guarantee.

Please scan the QR code to book an appointment with our expert to learn more or visit: calendly.com/methodologyit/intro



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