

Eleven things we do differently.

11

Any IT company can reset a password. What you actually pay for is how the work gets done around it — the documentation, the response time, the person on the other end of the phone. These are eleven of ours.

01 ONE

You get a live human — not a phone tree.

Every call is answered by a real technician. Voicemails become tickets within minutes, with a guaranteed call-back.

02 NO. 2

We make security boring, on purpose.

We enforce the same security baseline across every client — CIS Controls, MFA everywhere, zero sticky-note passwords.

03 NO. 3

Documentation is a first-class deliverable.

Network diagrams, asset inventories, and password vaults are kept current. Every ticket is written up for the next person who touches it.

04 NO. 4

We guarantee our response times in writing.

15-minute emergency response, contractual resolution targets, and weekly reporting. No "we'll look into it."

05 NO. 5

We speak plain English.

Your account manager doesn't translate — we explain the work and the trade-offs directly, so you can make the call.

06 NO. 6

Our skills cover the full stack.

Helpdesk, servers, networks, Microsoft 365, identity, cloud, security, vendor wrangling. When something's outside our bench, we'll tell you.

07 NO. 7

We solve business problems, not ticket queues.

We sit on your side of the table. We propose options, cost them out, and recommend the one that actually fits your business.

08 NO. 8

We treat your data like ours would be treated.

Continuous backup of Microsoft 365, endpoint EDR, encrypted vaults, and quarterly restore tests. Recovery drills are not optional.

09 NO. 9

We choose our clients carefully.

We only sign partners who share our values — because IT done well is a two-way relationship, not a transaction.

10 NO. 10

Our work comes with a 100% money-back guarantee.

If we don't deliver what we promised, you don't pay for it. We've been in business since 1997 on exactly those terms.

11 ELEVEN

We're fun to work with.

Every interaction is an audition for the next one. We'd rather earn the relationship than coast on the contract.

TRY US FOR 90 DAYS

See if we're the partner you've been looking for.

Scan to book a 30-minute working session. No sales pitch.

