

# shopping for IT support? competitor comparison chart



## WHICH IT COMPANY IS RIGHT FOR YOU?

	ETS	ALL IT	GEEK SQUAD	IBM
<b>AVERAGE PRICING</b>	\$75-185	\$150-200	\$40-90	\$225-450
<b>ELECTRICAL, WIRING &amp; FIBER OPTICS</b>				
Data/Voice Cable & Electrical Design, Engineering, and Installation	✓	✓		✓
Emergency Power System Design, Installation, & Maintenance	✓			✓
Fiber Optic Cabling Installation, both OSP & Riser Installations	✓			✓
Patch and Cable Management	✓	✓		✓
Licensed Contractor	✓			
<b>IT CONSULTING</b>				
Site Survey & Analysis	✓	✓		✓
Project and Program Management	✓	✓		✓
Hardware & Software Recommendation & Acquisition	✓			✓
Business Consulting (Align IT initiative with Business Objectives)	✓			✓
Carbon Foot-Printer Survey & Analysis	✓			✓
<b>VERTICAL MARKETS (I.E. EXECUTIVE SUITES, ACCOUNTING FIRMS, LAW FIRMS, ETC.)</b>				
Dedicated Staff that are Specialized & Focused on Specific Vertical Markets	✓			✓
Mandatory Training Programs Specific to the Vertical Market	✓			
Partnered with Other Tech Firms operating within Same Vertical Market (i.e. OBCAI, ABCN, Evo Technologies, Medusa, etc.)	✓			✓
<b>BACKUP, PROTECTION &amp; SECURITY</b>				
HIPAA Compliant IT Solutions	✓			✓
Data Disaster Recovery Planning	✓	✓		✓
Security Monitoring	✓			✓
Intrusion Detection Analysis	✓			✓
Physical Security and Access Control	✓			✓
Data Backup (On-site & Secure Remote)	✓	✓		✓
Data Disaster Recovery & Planning	✓	✓		✓
Performance Optimization Analysis	✓			✓
Centralized Anti-virus Installation and Management	✓			✓

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<b>NETWORKING</b>				
Maintains Channel Partners to ensure Guaranteed Support & Ensure High Availability of New & Replacement Equipment: Evo Technologies, Dell, Cisco, IBM, Microsoft, Sonicwall, HP, etc.	✓			✓
Nationwide Remote & Onsite coverage including Alaska and Hawaii	✓			✓
Level 3 & 4 Technicians that provide Enterprise Level Support	✓	✓		✓
“Specialized Technicians” who have received training on specific products or areas of focus (ie Cisco Specialists, Sonicwall Specialists, etc.)	✓			
Workstation Repair and Troubleshooting	✓		✓	
Plan, Install, & Maintain Systems, Hardware and Software	✓		✓	
Plan, Install, & Maintain Wired, Wireless, Point-to-Point, and VPN Networks	✓	✓		✓
Certified in Windows, Linux, & Apple Platforms	✓			✓
<b>PROACTIVE APPROACH (VS. REACTIVE APPROACH) TO IT</b>				
Service Maintenance Agreements with Guaranteed Service Level Agreements including Same-Day Onsite Service	✓	✓		✓
Customer is provided with a console in which they can see the real-time status on their entire network	✓			
For every visit (onsite and remote), the Technician fills out “120 point inspection” checklist	✓			
All Assets including Passwords, Licensing, Warranties, and Support Plans are tracked and available online to the Customer	✓			
Each job is tracked electronically to allow easy identification of problems areas.	✓	✓		
<b>CUSTOMER SUPPORT</b>				
Help Desk Technicians Available 24 hours a day, 365 days a year	✓			✓
All Support is 100% based in the United States	✓	✓		
Dedicated & Backup Project Managers for each Service Region	✓			
Online Help Desk System to report, track, and follow-up on pending tasks.	✓	✓		
<b>QUALITY OF SERVICE</b>				
Customer is Provided with Online Job Tracking and Full Ticket System	✓	✓		
Neat and Tidy Work Performance from Technicians	✓	✓		
Technicians appear in a professional uniform	✓		✓	✓
Follow-up Service Call and Client Survey after the Completion of Each Job	✓			
Accurate billing within 30 days of service	✓	✓	✓	✓