STRIVE TECHNOLOGY CONSULTING

"What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive, And Fairly Priced Computer Consultant"

Don't Trust Your Company's Critical Data And Operations To Just Anyone! This Business Advisory Guide Will Arm You With 21 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access To Your Company's Network

Choosing the wrong computer consultant to support your network can be incredibly frustrating and expensive, and could end up costing you in downtime, data loss and expensive repair bills, not to mention the headaches and frustration!

Read this guide and you'll discover:

✓ The "dirty little secret" of the computer repair industry that most people don't know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
✓ 21 revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
✓ 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking up the phone.
✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
✓ 5 mistakes to avoid when choosing a computer consultant.
✓ Why "cheap" or "lowest price" computer repair shops aren't the bargain they initially appear to be.
✓ The one surefire sign that you should run – not walk – away from a computer support firm.

Provided as an educational service by:
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From The Desk of: Tim Singleton
President, Strive Technology Consulting

Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about incompetent computer repair "gurus" bungling jobs and causing MORE problems as a result of their carelessness, incompetence, or loose morals. I'm sure if you talk to your own friends and colleagues you will get an earful of the unfortunate experiences they have encountered in this area.

Why is this? Because—like a lot of other industries—the computer repair and consulting industry has its own share of incompetent or unethical businesses that will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not the technician knows what they are doing. Occasionally this is out of greed for your money, but more often it's simply because they don't have the skills and competency to do the job right, but won't tell you that up front (most often because they are unaware of it themselves). From misleading information and unqualified technicians, to poor management and terrible customer service, we've seen it all…and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a "computer repair expert." **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else.** Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**

Anyone who can hang out a shingle can promote themselves as a computer expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Dedicated to serving you,

Tim Singleton

About The Author

In the greater scheme of life, computers are meaningless.

Looking back on my life, I won't care that I made 100,000 computers run faster. What has meaning is people—their lives, their happiness, their passions. I'm not a doctor; I can't save lives. I'm not a farmer; I can't feed the masses. But in my work, I can touch thousands of people and make their days more peaceful and enjoyable, and help them make their difference in the world. I am a technologist, and I empower people to strive for their passions by making their technology run in top shape.

This is why I started Strive Technology Consulting. Our mission is to involve ourselves in creating a better world.

We strive to create a better world by helping clients we believe in make their mark. We empower their employees with reliable computer systems so they can work easily and efficiently, and we guide leadership teams in using technology to achieve their goals.

Central values we hold are Integrity, Empathy and Respect, and Clarity. When we have clarity—on our current state, our options, and our goals—where to go next becomes apparent. This passion for clarity lends itself to greater integrity. Coherence between what we say, think, and do leads to trust among ourselves and with our clients. When we have trust among our team and clients, we acknowledge that everyone has natural talents and frustrations. We respect the gifts of others and value what they offer, just as we empathize with their difficulties and respect their situations, knowing they also feel ours.

I am Tim Singleton, founder and President of Strive Technology Consulting. This is my belief in how to run a company today, and I am striving to build a team and client base in alignment with this this mission and these values. I hope you will join me.

21 Questions You Should Ask Your Computer Consultant Before Hiring Them To Support Your Network

Customer Service:

Q1: Are you at the mercy of the skills and availability of whatever tech they assign you? How do they ensure consistent results across their entire client base?
Our Answer: The only way an IT company can ensure consistent results across a large number of clients is if clients' relationships are with *the company,* not just an individual tech at that company. With us, you are not reliant on any one technician for your service, it is the whole process we put in place to manage your account that yields superior results. We have a repeatable process that ensures your network is always in alignment with best practices, to ensure your technology is in alignment with your business goals, to fix problems before you know they're there, and to address your concerns ASAP.

Q2: Do they answer their phones live or do you always have to leave a voice mail and wait for someone to call you back?
Our Answer: We answer our phones live from 8:00 a.m. to 5:00 p.m. and have an emergency technician available after-hours if a problem arises, including on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and belittle you for asking simple questions?
Our Answer: We know that computers can be frustrating and confusing. We work with computers all day and get frustrated and confused! You have it even worse, as these problems are causing problems for your actual work. We hire people with communication abilities and natural empathy from the start. We don't like working with the stereotypical arrogant computer genius any more than you, and we won't send him to your door. Just look at what this client had to say:

"Strive is easy to work with, easy to talk to. We don't speak the tech-speak language, but they don't talk down to us because of that. They understand what we're saying and treat us with respect, telling us what we need to know in a way we understand."
--Kyle Fitjje
General Manager, One Boulder Fitness

Q4: Do they consistently (and proactively) ensure all of your technology systems are in alignment with best practices? Do you they provide documentation of this process?
Our Answer: We conduct quarterly audits of your entire technology infrastructure, from email to security to backups and everything in between. We will go through where your IT is in alignment

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with best practices and where you have some risk. We will also proactively fix the areas that are out of alignment, or help you decide the best way to do so for your business.

Q5: Do they have a technology steering process in place, or do they only offer recommendations as they see problems arise?
Our Answer: We schedule regular meetings with your CEO or executive team and work with them to make sure your technology is in alignment with your business goals and plans. We will help steer your IT in a proactive way so problems, large and small, get addressed before they cause risk to your business.

Q6: Do they provide a technology budget, or just hope you will approve new expenses as they recommend things?
Our Answer: We take the results of the technology/business alignment meetings and provide you a 4-Quarter Technology Budget. This, combined with our flat fee support package, will enable you to budget technology clearly and in advance in a way not possible while working with most other IT firms.

Q7: Do they do both remote support and regular onsite visits?
Our Answer: We do the vast majority of our support remotely because it is faster and more convenient to our customers. However, we are in the business of relationships and we know how important human and friendly contact is. Plus, we get a vastly more complete understanding of your technology when we have people physically looking around.
Case in point: We performed a site visit to an office that had been converted from a private residence and we saw a production server sitting in the bathtub! This is not something we could have warned against if we never went onsite.

Q8: Do they have adequate errors and omissions insurance as well as cyber liability insurance to protect YOU?
Our Answer: Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if they get hacked and it comes back to bite you, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND cyber liability insurance – and don't be shy about asking to see their latest insurance policies!

True story: A few years ago, Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs where accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Maintenance Of Your Network:

Q9: Do they insist on remotely monitoring your network 24-7-365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes, our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom"?

Our Answer: All clients receive this in electronic form at no additional cost. We want to make sure key people from your organization have this information and know how to use it, giving you complete control over your network.

Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Q11: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are their "gotchas" hidden in the fine print?

Our Answer: Our "all-inclusive" support plan is just that – all-inclusive. One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are actually a good thing because they'll save you a lot of money in the long run – HOWEVER, make sure you REALLY understand what is and isn't included. Some things to consider are:

- Do they make very clear what is included and what is not?
- Is phone/e-mail help desk included or extra?
- What about moving, adding, or removing users?
- Is hardware and/or software included?
- What about 3rd-party software support? (We recommend that this IS included.)
- What are the costs/consequences of early cancellation?
- If you cancel service, will they commit to working with your next vendor to ensure a smooth transfer?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?
- Are home PCs used to access the company's network after hours included or extra?

Backups And Disaster Recovery:

Q12: Do they have a conversation about your needs and tolerances before recommending a backup solution?

Our Answer: We sit down with all our clients and discuss two important items before recommending any backup solution. Frist is the tolerance for downtime. Online commerce businesses have different

needs for uptime than an auto repair shop, and the backup solution should reflect that. Second is the tolerance for data loss. If eBay loses 1 hours' worth of data, it is a much bigger problem than if a caterer loses 1 hours' worth of data, and their backups solutions should reflect that.

Q13: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape or USB backups?
Our Answer: We do not allow our clients to use tape drives because they are incredibly unreliable. And USB drives rarely give the client what they need for speed of recovery. Onsite backups are great for fast data transfer, but if something happens to the building or the backup software, all of the data is at risk. We recommend all clients store backups offsite as well as onsite.

Q14: Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?
Our Answer: *If you aren't testing your backups, you aren't taking backups.* In the same way buildings run fire drills to test their safety equipment, we perform regular "fire drills" for our clients' data backups every day. We do this by restoring a bit of data for our clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to "test" a backup is when you desperately need it.

Q15: Do they insist on backing up your network BEFORE performing any type of project or upgrade?
Our Answer: We do; and that's simply as a precaution in case a hardware failure or software glitch causes a major problem.

Technical Expertise And Support:

Q16: Is their help desk US-based or outsourced to an overseas company or third party?
Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's important for keeping your data secure.

Q17: Do their technicians arrive on time and dress professionally?
Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum requirements for delivering a professional service.

Q18: Are they familiar with (and can they support) your unique line-of-business applications?
Our Answer: We own the problems with all line-of-business applications for our clients. That doesn't mean we can fix faulty software – but we WILL be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

Q19: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, "That's not our problem to fix"?

Our Answer: We feel WE should own the problem for our clients so they don't have to try and resolve any of these issues on their own – that's just plain old good service and something many computer guys won't do.

Q20: Do they measure their own performance so they are always improving?
Our Answer: IT is a highly measurable industry and all IT companies should be tracking how well they are doing. E.g.: Average time spent on a support call; average number of calls per end user. This is a great way to compare claims of competence against competitors. If they aren't tracking these metrics, how can they know how to improve, or even if they're doing a good job compared to others out there?

Q21: And will they share these metrics with you?
Our Answer: We are proud of our support team and our ability tackle problems quickly and efficiently. We are happy to share the base metrics we track, as well as why we think those are valuable numbers to know. Other company's may not know their own numbers off the top of their head, but if they drag their heels on getting them to you later, they are trying to hide something.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn't need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to have never encountered a major disaster; but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Your computer network is just like a car: if you don't change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and a car is far simpler than a computer network!

If your computer support tech does not insist on some type of regular, automated monitoring or maintenance of your network, then DO NOT HIRE THEM. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn't offering you these services, you need to find someone else to support your computer or network for two reasons:

1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*

2. They recognize that they are *profiting* from your computer problems and don't want to recommend steps toward preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your

system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring). We don't like bad-mouthing our competition or assuming the worst of people, but better safe than sorry.

Either reason is a good one to get as far away from that person as possible!

Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.

Most people look for a part-time "guru" for one reason: to save a few bucks. But this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? IAs with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone based on price alone.

Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they <u>don't have to pay them at all</u> – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you're paying them to fix the WRONG thing and they STILL won't resolve your problem. Case in point: A few years ago a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC, but simply disconnected a cable in the back (a fix that the AVERAGE computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from $59 to over $275 to fix it!

2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.

3. They could do MORE damage, costing you more money and downtime.

With your client data, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced shop working on your machine?

We take the view that most people want value for their money and simply want the job done right. You will find that we are not the cheapest, but we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates ONE TIME than make excuses for POOR SERVICE forever. That said, we're not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been able to stay in business for over 10 years and have many customers who've been with us that entire time.

Misconception #4: An honest computer support company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone.

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway – they give you a fixed fee, flat rate. Here's why…

One of the easiest ways to take advantage of a customer is to get them to agree to a time and materials repair. Unless you know what's wrong and how long it should take, they can soak you on the fees. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a flat-rate, fixed-fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

5 More Mistakes To Avoid
When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a <u>written</u> proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is

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malpractice.

2. **Choosing a computer consultant that doesn't have a written money-back guarantee. In** our view, a good consulting firm should be accountable for their services and for fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

   Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the "We don't offer one because people will take advantage of us" routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. Are there a few unethical folks out there? Of course, but they are the minority, and we would rather bite the bullet on the very few dishonest folks so we can gain the trust and confidence of the majority of clients, who just want their problems fixed fast and fixed right.

3. **Choosing a computer consultant without speaking to several of their current clients.** Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients. If they hesitate or cannot provide you with references, don't trust them!

   Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

4. **Choosing a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the Stone Age. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come on-site; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.

5. **Choosing a computer consultant that doesn't track their own metrics.** Anyone running a business knows Peter Drucker's famous mantra, "What gets measured gets managed." All IT consultants should be measuring the number of problems there are fixing, what types of issues are most frequent, how long it takes to resolve them, etc. If not, then they are not managing their own business and aren't learning from their mistakes to make your support better.

A Final Word…

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by potentially incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE Network Health Check and Diagnosis. This is, of course, provided for free, with no obligations and no expectations on our part. I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.

2. This will allow us to determine if we even CAN help you. Obviously we can't help everyone, and our services might not be a good fit for you. Conducting this Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

The Team at Strive Technology Consulting
Phone: (303) 963-2301
Web: http://www.StriveIT.com

FREE Network Health Check For
All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE Network Health Check and Diagnosis ($360 value). During this health check we will perform a comprehensive 44-point inspection of your entire network to look for potential problems, security loopholes, spyware and other hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

We will:
- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings.

- ✓ Check the integrity of your server and workstations hardware. (*Side note:* Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?)
- ✓ Audit your virus definitions and protection.
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can – undetected – gain access to and remotely control your network, corrupt your data and use your network as a conduit for spreading spam, viruses and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, more unstable and susceptible to viruses, spyware and hackers.

Tape backups have a failure rate of 100% – that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

Read On To Hear What Our Clients Have To Say:

Strive Speaks To Clients As Humans

The Strive CEO is the smartest technology person I have met in the last 10 years, and I have run an IT firm with over 600 techs around the globe. He has the ability to explain things in plain English and the unique ability to understand business needs and match them to technology investments to provide maximum ROI to his clients.

Josh Clifford
VP GM
PlumChoice Business Services

Reliable And Responsive

Excellent - Strive Technology Consulting provides us comprehensively reliable, responsive and straightforward service. The level of technical knowledge and application, whether the problem is complex or simple, is by far the best I have experienced. I highly recommend their services and the peace of mind it provides.

De Wayne Crowder
President
Comprehensive Traffic Systems