GTA and Simcoe County Business Owners Guide To IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Small Business

(And How To Get Exactly What You Need Without Unnecessary Extras, Hidden Fees And Bloated Contracts)

Read this guide and you'll discover:

✓ The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.

✓ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.

✓ Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.

✓ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

✓ 21 revealing questions to ask your IT support firm BEFORE giving them access to your computer network, e-mail and data.

MYDWARE IT Solutions Inc.
M.S.S.P
DEDICATED TO YOUR DEFENCE
Cybersecurity Made Easy

Provided By:
MYDWARE IT Solutions Inc.

VAUGHAN HEADQUARTERS
400 Applewood Cres, Suite 100
Vaughan, Ontario, L4K 0C3
Canada

BARRIE OFFICE
92 Caplan Ave, Suite 729
Barrie, ON, L4N 9J2
Canada

https://mydware.com
GTA: **905-731-9687**
Simcoe County: **705-881-1844**
Toronto: **416-907-8018**

Never Ask An IT Services Company, "What Do You Charge For Your Services?" Instead You Should Ask, "What Will I *Get* For My *Money*?"

From The Desk Of: Darryl Cresswell
President & CEO – MYDWARE IT Solutions Inc.

Dear Colleague,

If you are the Owner of a Small Business in the GTA / Simcoe County area that is currently looking to outsource some or all of the IT support for your company? This report contains important information that will be extremely valuable to you as you search for a competent firm you can **trust**.

My name is Darryl Cresswell, President and CEO of MYDWARE IT Solutions Inc. We've been providing IT services to businesses in the GTA and Simcoe area for more than 21 years now. You may not have heard of us before, but I'm sure you're familiar with one or more of the companies who are clients of ours. A few of their comments are enclosed.

One of the most commons questions we get from new prospective clients calling our office is "What do you guys charge for your services?" Since this is such a common question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective clients who come to us on the most common ways IT services companies package and price their services, and the pros and cons of each approach.

2. I wanted to bring to light a few "industry secrets" about IT service contracts and SLAs (service level agreements) that almost no Small Business owner thinks about, understands or knows to ask about when evaluating IT service providers that can end up burning you with hidden fees and locking you into a long-term contract when they are unwilling or unable to deliver the quality of service you need.

3. I wanted to educate Small Business Owners on how to pick the *right* IT services company for their specific situation, budget and needs based on the *VALUE* the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the <u>most informed decision possible</u> so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Dedicated to serving you,

Darryl Cresswell

About The Author

I'm an entrepreneur by necessity since age 13. Growing up flat broke and unable to obtain meaningful employment was a horrible experience. It was an everyday struggle to survive that I would never want to re-live. Wanting to provide a better life for my children than I had, I founded MYDWARE IT Solutions Inc. with the goal of being financially independent and bringing enterprise grade IT service to small business all over the GTA and Simcoe County.

Supporting my family and my local community is a great accomplishment for me. I know first-hand what it's like to struggle, so giving back to local families and children in need is something I do regularly. When I was a child and struggling, I made a promise to myself that I would give back and help others if I was ever in position to do so.

I love helping the underdog, and I really despise when good people are taken advantage of and exploited. In the early days this came in the form of super expensive phone systems and IT services that were out of the reach of nearly every SMB's I helped. More recently its cybercriminals stealing from hard working entrepreneurs that really bothers me a lot. I am passionate about cybersecurity and I've since made it my personal mission to protect as many local small businesses as possible.

PERSONAL NOTE:
Whenever possible, I love donating and helping others in need. During the 2020 Global Pandemic I became an Amazon bestselling author in 3 categories with my Cybersecurity book "On Thin Ice". Being an author was never something I aspired to be, but it did allow me the opportunity to again give back to those in need. I donated all proceeds from the book to St Jude's children's hospital to help children and families dealing with horrible life altering diseases and I would do it all again in a heartbeat.

Comparing Apples To Apples:
The Predominant IT Service Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant service models most of these companies fit within. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 predominant service models are:

- **Time and Materials**. In the industry, we call this "break-fix" services. Essentially you pay an agreed-upon hourly rate for a technician to "fix" your problem when something "breaks." Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work may be simply to resolve a specific problem (like removing a virus), or it may encompass a large project like a computer network upgrade or move that has a specific result and end date clarified. Some companies will offer staff augmentation and placement under this model as well.

- **Managed IT Services.** This is a model where the IT services company takes the role of your "IT department" and not only installs and supports all the devices and PCs that connect to your server(s), but also offers phone and on-site support, antivirus, security, backup and a host of other services to monitor and maintain the health, speed, performance and security of your computer network.

- **Software Vendor-Supplied IT Services.** Many software companies will offer IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it's hosted on, they can't help you and will often refer you to "your IT department." While it's often a good idea to buy some basic-level support package with a critical software application you use to run your business, this is not enough to provide the full IT services and support most businesses need to stay up and running.

When looking to outsource your IT support, the two service models you are most likely to end up having to choose between are the "managed IT services" and "break-fix" models. Therefore, let's dive into the pros and cons of these two options, and then the typical fee structure for both.

Managed IT Services Vs. Break-Fix:
Which Is The Better, More Cost-Effective Option?

You've probably heard the famous Benjamin Franklin quote, "An ounce of prevention is worth a pound of cure." I couldn't agree more — and that's why it's my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any Small Business. The only time I would recommend a "time and materials" approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn't have the time or expertise to

Why "Break-Fix" Works Entirely In The Consultant's Favor, *Not* Yours

Under a "break-fix" model, there is a fundamental conflict of interests between you and your IT firm. The IT services company has no incentive to stabilize your computer network or to resolve problems quickly because they are getting paid by the hour; therefore, the risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are all shifted to YOU, the customer. Essentially, the more problems you have, the more they profit, which is precisely what you DON'T want.

Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician to work on your problem who may take two to three times as long to resolve an issue that a more senior (and more expensive) technician may have resolved in a fraction of the time. There is no incentive to properly manage the time of that technician or their efficiency, and there is every reason for them to prolong the project and to find MORE problems than solutions. Of course, if they're ethical and want to keep you as a client, they *should* be doing everything possible to resolve your problems quickly and efficiently; however, that's akin to putting a German shepherd in charge of watching over the ham sandwiches. Not a good idea.

Second, it creates a management problem for you, the customer, who now has to keep track of the hours they've worked to make sure you aren't getting overbilled; and since you often have no way of really knowing if they've worked the hours they say they have, it creates a situation where you really, truly need to be able to trust they are being 100% ethical and honest AND tracking THEIR hours properly (not all do).

And finally, it makes budgeting for IT projects and expenses a nightmare since they may be zero one month and thousands the next.

What To Look For In A Managed IT Services Agreement And What You Should Expect To Pay

Important! Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. We are providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget and situation.

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between $105 and $180 per hour (more for weekends, afterhours and holidays if they even offer it at all) and almost all of them have a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

If they are quoting a **project**, the fees range widely based on the scope of work outlined. If you are hiring an IT consulting firm for a project, I would suggest you demand the following:

- **A very detailed scope of work that specifies what "success" is.** Make sure you detail what your expectations are in performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in avoiding miscommunications and additional fees later on to give you what you REALLY wanted.

- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant's. Be very wary of loose estimates that allow the consulting firm to bill you for "unforeseen" circumstances. The bottom line is this: it is your IT consulting firm's responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.

Managed IT Services: Most managed IT services firms will quote you a MONTHLY fee based on the number of devices they need to maintain, back up and support. In the GTA and Simcoe area, that fee is somewhere in the range of $90 to $400 per server, $30 to $90 per desktop and approximately $20 per smartphone or mobile device.

If you hire an IT consultant and sign up for a managed IT services contract, here are some things that SHOULD be included (make sure you read your contract to validate this):

- Security patches applied weekly, if not daily, for urgent and emerging threats
- 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

The following services may **NOT be included** and will often be billed separately. This is not necessarily a "scam" or unethical UNLESS the managed IT services company tries to hide these fees when selling you a service agreement. Make sure you review your contract carefully to know what is and is NOT included!

- Hardware, such as new servers, PCs, laptops, etc.
- Software licenses
- On-site support
- Unlimited telephone support
- Weekend, Afterhours and Holiday telephone support
- Backup of your data

- Recovering of your server or desktop after an infection
- Any type of Cyber Security prevention
- A complete scope of IT services to offer you true on stop shopping

Warning! Gray areas of "all-inclusive" service contracts. In order to truly compare the "cost" of one managed IT services contract to another, you need to make sure you fully understand what IS and ISN'T included AND the "SLA" or "service level agreement" you are signing up for. It's VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The following are 21 questions to ask your IT services provider that will clarify exactly what you're getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

21 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract

<u>Customer Service:</u>

Q1: Do they answer their phones live or do you always have to leave a voicemail and wait for someone to call you back?
Our Answer: We answer our office phones live from 7:00 a.m. to 5:00 p.m. We answer our support lines 24/7/365. 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.

Q2: Do they offer a written, guaranteed response time to your calls?
Our Answer: We guarantee to have a technician working on a problem within 60 minutes or less of your call. This is written into every service agreement we give to our clients because it's standard procedure.

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 make you feel stupid for asking simple questions?
Our Answer: Our technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms. Just look at what a client of ours had to say:

> **My understanding of technology is limited - MYDWARE always makes things simple for me**
>
> MYDWARE has proven to be a solid IT firm for my company. I get immediate assistance and Darryl's team is quick to respond and provide a solution for any issues we encounter.   They make me feel confident and supported in using technology. Their

flexible and easy to work with, whenever I have a problem, a quick phone call or email and my issues are resolved.   I really like knowing when I have an issue, its not on me to figure out complicated computer language and the problem goes away.

Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?
Our Answer: We conduct quarterly review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?
Our Answer: We provide detailed invoices that show what work was done, why and when, so you never have to guess what you are paying for.

Q6: Do they have adequate errors and omissions insurance as well as workers' compensation 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 one of their technicians gets hurt at your office, 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 workers' compensation — 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.

Q7: Do they guarantee to complete projects on time and on budget?
Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote "time and materials," which gives them free rein to nickel-and-dime you as well as take as much time as they want completing a project.

Maintenance Of Your Network:

Q8: 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.

Q9: Do they provide you with a monthly report that shows all the updates, security patches, and status of every machine on your network so you know for SURE your systems have been secured and updated?

Our Answer: On the 10th of each month our clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).

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 written and electronic. We also perform a quarterly update on this material and make sure certain 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: Do they have other technicians on staff who are familiar with your?

Our Answer: Yes; and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

Q12: 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:

- Is phone/e-mail help desk included or extra?
- What about network upgrades, moves or adding/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?
- What if you aren't happy with their services? Do they offer a money-back guarantee?
- 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:

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 backups?
Our Answer: We do not allow our clients to use tape backups because tape backups are incredibly unreliable. We make sure all of our clients have an onsite backup solution and we always stress the importance of an offsite backup in the event of a disaster at their office

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: We perform a monthly "fire drill" and perform a test restore from backup 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.

Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable you to work from a remote location?
Our Answer: All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise And Support:

Q17: Is their help-desk North American based or outsourced to an overseas?
Our Answer: We provide help desk services from Canada and USA, 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 to keeping your data secure.

Q18: Do their technicians maintain current vendor certifications and participate in ongoing training — or are they learning on your dime?
Our Answer: Our technicians are required to keep the most up-to-date vendor certifications in all the software we support.   Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through. (Guess who's hiring them?)

Q19: 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 and 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.

Q20: Are they familiar with (and can they support) your unique line of business applications?
Our Answer: We own the problems with all lines 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.

Q21: 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.

A Final Word And Free Assessment Offer To Show You How To Eliminate System Slowness, Crashes And Viruses And Drastically Lower Your IT Maintenance Costs

I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to outsource your IT support to. 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 incompetent or unethical firms luring you in with cheap prices.

CONTACT US FOR A FREE ASSESSMENT TO DISCOVER HOW WE CAN HELP YOUR BUSINESS

Toronto: 416-907-8018 - GTA: 905-731-9687 - Simcoe County: 705-881-1844

E-mail: **sales@mydware.com**

Every day businesses are decimated by cybercriminals. We are a team of elite cybersecurity specialists dedicated to your defence, so you can confidently lead your business into the future.

DEDICATED TO YOUR DEFENCE
MYDWARE IT Solutions Inc.

The Top 7 Reasons Why You'll Want To Outsource Your IT Support To Us:

1. **A focus on cybersecurity** - ensuring our customers are not breached or ransomed is our top priority. Proper cybersecurity services are NOT provided through a firewall and a piece of software alone. Are you a sitting duck? We will let you know.

2. **Maximize uptime** - we are not 'break-fix,' with a focus on proper maintenance and preventive interventions, in many cases, we've already mitigated an issue before you even become aware of it.

3. **Guaranteed workmanship** - hire us to come onsite and put an end to your most challenging computer problems. If after our first visit you are not happy with our technicians or the work we perform, you can cancel your service agreement and we will refund your payment for that full day. No risk, no hassle and no obligation. What could be fairer than that? No other technical support company will stand behind their work the way we do at MYDWARE IT Solutions Inc. that's our PROMISE to you.

4. **We won't EVER hold you hostage, GUARANTEED** - do you know the administrative passwords for all your computers and network resources? Do you have easy access to them? Most companies don't. We provide regularly updated documentation on your network, assets, system health and administrative passwords so you hold the "keys to the kingdom" at all times. That's our promise and GUARANTEE to you!

5. **We are part of your team** - to many IT firms, you are just a number on a spreadsheet. To us, you are a person and a relationship. We know you by name and value you as an individual, we see ourselves as a part of your team, not just a vendor you pay each month.

6. **We're REPUTABLE and here for YOU** - we've been in business in the GTA and Simcoe County for 20 YEARS, we understand your IT and its challenges, we sit on your side of the table and integrate as part of your team. Our client retention rate is 95%, and the vast majority of our clients have been with us for 5 YEARS OR MORE, we're ready to show you how we do that, and why our clients rely on us year after year!

7. **Flat rate project pricing** - unlike other IT support companies that give you an estimate with an hourly rate for "unexpected circumstances," we'll give you one flat rate for a project and guarantee to deliver your solutions without charging a penny more. This gives you peace of mind knowing you won't end up with a bill two or three times more than you anticipated or getting hit with hidden charges or extra hours.

threats before you do and before they become a problem. We use state of the art technology to manage and monitor your network for uptime as well as cybersecurity breaches, we can locate and remediate problems before they cause any damage or downtime. We will also alert you in real time when your personal, employee's or private company information is being sold on the dark web.

Here's What Our Clients Are Saying:

BEST MANAGED COMPANIES — CANADA

Bradford Greenhouses
GARDEN GALLERY

Len Ferragine
Bradford Greenhouses Ltd.

MYDWARE has been instrumental in finding operational efficiencies thru cloud based initiatives, and by lowering our in house technology burden.

MYDWARE has quickly become a **trusted valuable part of our business** at Bradford Greenhouses.

In a very short time, MYDWARE has **transformed** the way we manage and interact with our IT systems. They have been **instrumental** in finding **operational efficiencies** thru cloud based initiatives, and by **lowering our in house technology burden.**

MYDWARE has implemented **countless new initiatives** including a Cybersecurity solution, HELP-DESK, secure remote access to all servers & computers, cloud base back-up, a cloud VoIP phone system, and more to come.

MYDWARE manages and works with our vendors to find innovative solutions, and ways to **streamline our processes**. I really like that I no longer have to manage dozens of vendors on my own. This is such a relief, and saves me time and aggravation.

Most recently, MYDWARE took the time to explain the **importance of cybersecurity**, and have since implemented a comprehensive program that **makes me feel safe and secure.**

In each interaction, I have found their team to be knowledgeable, professional and very responsive to our needs. Without hesitation, **I recommend MYDWARE** to any business owner looking to grow their business and find efficiencies thru their technology.

Ida Lanzino
Silani Sweet Cheese

They are extremely responsive and totally customer centered.

MYDWARE is a great IT service provider, they have met and **exceeded all our expectations.** They are **extremely responsive** and totally **customer centered.** They are constantly trying to find cost-effective ways to help **improve our business processes.**

MYDWARE manages our entire IT service, a single vendor that takes care of our entire IT needs, **I highly recommend** the professional IT services we get from MYDWARE to any business owner.

Michael Lamanna
Skyview Group Ltd.

I feel secure and supported - you guys hit the nail on the head every time.

Our **previous company barely got anything done** and we had to follow up on everything. The commitment MYDWARE makes to us is greatly appreciated, **you guys are a part of our office.** Setting up our office was a tough decision. Now that we're up and running **I feel secure and supported.** As we grew, we came to understand downtime with increased staff is very expensive. MYDWARE followed up on every issue at each stage to ensure that our goals were met. To me, that is a must. Following up on items after they are completed to ensure satisfaction is just as important as doing them, **and you guys hit that on the nail every time.** Keep up the good work!!

The biggest difference between other IT companies is their leadership. MYDWARE actually cares and treats you like a person.

We are a company who shopped our IT pricing after a door-to-door sales person told us how much we could save. **What a big mistake we made.** The initial offer made it sound significantly less however, there were so many hidden factors (like purchasing extremely expensive phone systems/software). Not mention during the switch over **our service ended up being disconnected on three different occasions.** This provider was a large company and I was blown away by how much information was lost between departments. It was such an unpleasant experience, we tried hard to cancel but we were **now locked into a contract** with **high penalties** if we were to cancel. I have since moved my service back and it is such a relief! I'm too busy to stress over my IT and since we returned our phones and internet back to MYDWARE, it has taken away so many of my headaches. **MYDWARE stands behind their products** and **will go above and beyond** to ensure their service is operating correctly

MYDWARE has managed our IT for the **past 15 years.** If we have an issue, it's a simple call and they resolve it. If we require a new system or service MYDWARE always provides detailed options and different pricing. **I trust MYDWARE** and believe that they have our company's best interest at heart. My typical answer when reviewing the different options is, "what do you think we should do" and most likely go off their response.

Whenever we hire a new employee we simply let MYDWARE know and they setup the computer, email, cloud login and everything else from the IT stand point.

MYDWARE monitors our systems and automatically does updates and backups. It is nice to have a single point-of-contact for all of our IT needs.

Irene Courmanos
Straitlink Global Logistics

We have peace of mind and a single vendor to work with - one call and issues are resolved.

Since we moved to MYDWARE **we have had piece of mind**. When, and if, there is an issue we know with just a phone call it will be fixed and we can continue with our work day. MYDWARE streamlines all our services and **we do not have to deal with a plethora of companies. One call and it is done**.

Anthony Perri
Perris Leathers Ltd.

I take their advice because I learned the hard way.

I've been a customer **for 19 years**. I take MYDWARE's advice **because I learned the hard way** the extra cost of not doing it right the first time around. We tried doing things with always price as the concern and learned over time **it ends up being more expensive and is not worth it**. For my company, reliable equipment that doesn't cause down time is our focus these days, it costs us a lot more when we are down. So **we trust MYDWARE** to provide fair competitive prices and over the years we have full trust and faith that we are getting fair market pricing.

MYDWARE offers **competitive pricing and different options** depending on your budget, my company has very little down time if ever, my computers are scanned and updated daily to prevent issues. MYDWARE is **quick to get a hold of** and deals with urgent matters very quickly. **and different options** depending on your budget, my company has very little down time if ever, my computers are scanned and updated daily to prevent issues. MYDWARE is **quick to get a hold of** and deals with urgent matters very quickly.

Provided By:

MYDWARE IT Solutions Inc.
400 Applewood Cres, Suite 100
Vaughan, Ontario, L4K 0C3
Canada

92 Caplan Ave, Suite 729
Barrie, ON, L4N 9J2
Canada

https://mydware.com
GTA: 905-731-9687
Simcoe County: 705-881-1844
Toronto: 416-907-8018

MY **DWARE** IT Solutions Inc.
M.S.S.P
DEDICATED TO YOUR DEFENCE
Cybersecurity Made Easy