



Money Back Guarantee

Your **“Thrilled Today Or You Don’t Pay”** 100% Money Back Guarantee



If you are ever dissatisfied with any service for ANY reason, call and let us know. We will work with you to correct or repeat the service at no additional charge, or arrange for another technician to repeat the service at no additional charge.

If this still does not resolve the issue to your complete satisfaction, we will refund 100% of the money you've paid us.

You'll notice we don't hide behind small print, legal-eeze, or other weasel clauses in our guarantee. That's because we are completely confident in our ability to fix whatever problems you have and make you thrilled that you called us.

5 Guarantees We Make To Our Clients

That No Other Technology Firm Or Consultant Would Dare To Make:

1

We GUARANTEE 1-hour response time to network emergencies.

When your computer network goes down in the middle of a busy workday, you need it fixed immediately so your employees aren't sitting around taking a \$10,000 coffee break waiting for their computers to come back online. As a client of ours, we guarantee to respond to any crisis within 1 hour of your call if not sooner.

2

We GUARANTEE to provide you with the most cost-effective solution to your problem or we'll refund the difference.

As a business owner myself, I understand the importance of keeping overhead and costs to a minimum. That's why I require that all of our technicians be trained to find the least expensive solution to your problem without sacrificing quality.

If you find a better, more cost-effective solution than the one we provided you, simply show it to us and we will happily refund you the difference. We can boldly make this guarantee because I am certain that we never over-charge clients for expensive upgrades, hardware, and solutions that aren't 100% necessary.

3

We GUARANTEE to solve your computer problem right the first time to your satisfaction or it's FREE.

A money-back guarantee is unheard of for computer support companies, and you will be hard-pressed to find anyone else who dares to offer one.

We can offer this with total confidence because we take extra steps up-front to make sure we thoroughly understand your problem and create a well thought out approach in advance for solving it. This enables us to avoid mistakes and overlooked issues that would delay the completion of your project and cost extra in billable hours. We maintain a 99% fix it right the first time track record. If you are not satisfied with our technicians or the work completed, simply give us a call and we'll refund that entire day's work.

4

We GUARANTEE Completion Date of Your Project.

When you hire us, you can rest assured that your project won't be dragged out over days and weeks. I guarantee your project will be completed to your satisfaction on time or we will give you a \$500 rebate off your bill.

5

We GUARANTEE Certified Technicians And No Bait & Switch With Juniors.

You can rest assured that your project will be handled by our own seasoned, qualified, and courteous technical professionals. In addition to years of hands-on experience, our technicians maintain proper certifications.

We require ALL of our staff to complete ongoing training to ensure we are up-to-date on the latest technologies and solutions. You won't find a better qualified team of professionals anywhere else.

What Should I.T. Services Cost?



Important! Please note that the following price quotes are industry averages based on a recent I.T. industry survey conducted by a well-known and trusted independent consulting firm, Service Leadership, that collects, analyzes and reports on the financial metrics of I.T. services firms from around the country.

We are providing this information to give you a general idea of what most MSPs and I.T. services 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 for your unique situation. We are simply providing this as an educational resource to help you understand the vast differences in price and value.

Hourly Break-Fix Fees: Most I.T. services companies selling break-fix services charge between \$150 and \$250 per hour with a one-hour minimum. In some cases, they will give you a discount on their hourly rates if you purchase and pay for a block of hours in advance.



Project Fees: If you are getting an I.T. firm to quote you for a onetime project, the fees range widely based on the scope of work outlined and the complexity of the project. If you are hiring an I.T. consulting firm for a project, I suggest you demand the following:



- **A detailed scope of work that specifies what “success” is.** Make sure you document what your expectations are in performance, workflow, costs, security, access, etc. The more detailed you can be, the better. Clarifying your expectations up front will go a long way toward 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 hourly estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your I.T. 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 I.T. Services: Most managed I.T. services firms will quote you a MONTHLY fee based on the number of devices, users and locations they need to maintain. According to Service Leadership, the average fee per user (employee) ranges from \$146.08 per month to \$249.73 per month – and those fees are expected to rise due to constant inflation and a tight I.T. talent labor market.



Obviously, as with all services, you get what you pay for. “Operationally mature” MSPs typically charge more because they are far more disciplined and capable of delivering cybersecurity and compliance services than smaller, cheaper-priced MSPs.

They also include CIO (chief information officer) services and dedicated account management, have better financial controls (so they aren't running so lean that they are in danger of closing their doors) and can afford to hire and keep knowledgeable, qualified techs vs. junior engineers or cheap, outsourced labor.

To be clear, I'm not suggesting you have to pay top dollar to get competent I.T. services, nor does paying “a lot of money” guarantee you'll get accurate advice and responsive, customer-centric services. But if an MSP is charging on the low end of \$146.08 per employee or less, you have to question what they are NOT providing or NOT including to make their services so cheap. Often they are simply not providing the quality of service you would expect.



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