



Why Work With Securafy?

The Top 10 Things We Do Better Than Other IT Firms



10-Minute Response Time Guarantee. When you have a computer or IT related issue, we guarantee to have a knowledgeable, qualified tech available via CHAT to respond and start working on the problem within 10 minutes or less. We know you're busy and have made a sincere commitment to making sure your computer problems get fixed FAST. And since most repairs can be done remotely using our secure management tools, you don't have to wait around for a technician to show up. You can also create a service request by email, telephone, or our web portal.



No Geek-Speak. You deserve to get answers to your questions in PLAIN ENGLISH, not in confusing technical terms. Our technicians will also not talk down to you or make you feel stupid because you don't understand how all this "technology" works. That's our job!



100% No-Small-Print Satisfaction Guarantee. Quite simply, if you are not happy with our work, we'll do whatever it takes to make it right to YOUR standards without charging you for it. And if we can't make it right, the service is free.



We are not a One-Man Band. We hire and train top level talent. Every client is assigned a primary and secondary onsite tech that knows you and your network. This "local" team will fully document your network so that the deep bench of "experts" in our network operations center can monitor in real time for threats and failures around the clock and respond to remediate any issues in real time.



Our Network Operations Center (NOC). You may not work 24x7, but your network does, and so does our team of enterprise level technicians and engineers. They work around the clock monitoring your IT assets to protect your data. This is also our project team, and they enable us to schedule many projects after hours to minimize any impact on your operations.



Our Security Operations Center (SOC). You may not work 24x7, but the cyber criminals do and so does our 24x7 security operations center, whose core job is to identify, protect, detect, respond, and recover your systems in the event of breach. The SOC monitors and analyzes activity on networks, servers, endpoints, databases, applications, websites, and other systems, looking for anomalous activity that could be indicative of a security incident or compromise. The SOC is responsible for ensuring that potential security incidents are correctly identified, analyzed, defended, investigated, remediated reported.



Accessible Support and Resources at Your Fingertips: we prioritize being available to our clients through multiple channels, including email and our active social media presence, ensuring you can always reach us. Plus, our [Resource Library](#) offers a wealth of free, downloadable resources on cybersecurity, compliance, and all things IT—providing you with valuable insights whenever you need them.



We Do What We Say We Are Going to Do. We keep our commitments and we put it in writing. Our service agreements have a service level response time guarantee. If we fail to meet that guarantee, we pay you!



We Won't Hold You Hostage. Many IT companies do NOT provide their clients with simple and easy-to-understand documentation that outlines key network resources, passwords, licenses, etc. By keeping that to themselves, IT companies hold their client's "hostage" to scare them away from hiring someone else. This is both unethical and unprofessional. As a client of ours, we'll provide you with full, written documentation of your network and all the resources, software licenses, passwords, hardware, etc., in simple terms so YOU can understand it. We keep our clients by delivering exceptional service -- not by keeping them in the dark.



No Nickel and Diming. Our service agreements aren't full of weasel clauses and exclusions. When we quote you a fee, you can know with confidence that is exactly what you will pay – note a dime more!