Service Provider Comparison Chart

See How We Compare:	Company A	Company B	BOCA COMPUTER IT SOLUTIONS & CYBER SECURITY
Do they specialize in working with firms in your industry?			✓
Are they deeply familiar with software used in businesses like yours? Like ACT, QuickBooks, Sage, Peachtree, Microsoft project, Dynamics, Office 365.			✓
Have they set your backups to prevent lost work due to corrupt files, accidental overwrites, etc.?			✓
Do they have a written, guaranteed 5-minute-or-less response time to support calls?			✓
Do they know how to solve your large file-sharing and e-mail problems finally and forever?			✓
Do they have full insurance including liability and workers comp insurance to protect YOU?			✓
Do they guarantee in writing to complete projects on time and on budget?			✓
Do they insist on monitoring your network 24/7/365 to PREVENT problems?			✓
Do they provide a weekly report, so you know for sure that your systems are secure and backed up?			✓
Do they provide you with full written network documentation?			✓
Do they have other technicians on staff who are familiar with your network in case your regular guy is sick, on vacation or leaves?			✓
Is their "all-inclusive" support plan TRULY all-inclusive, or is there small print?			✓
Do they insist on monitoring onsite AND offsite backups (cloud-based)?			✓
Do they insist on doing periodic test restores of your backups to ensure they are working?			✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?			✓
Have they provided (do they provide) written disaster recovery plans?			✓
Do their technicians maintain industry certifications and participate in ongoing training?			✓
Do their technicians arrive on time and dressed properly? Are they *always* polite and professional?			✓
Do they take time to explain their suggestions in plain English or do they GEEK out on you?			✓
When something goes wrong, do they own the problem through to completion?			✓
Your Choice:			✓