

Why use ITECH Solutions as your IT Service Provider?

ITECH
SOLUTIONS



1. Quickest Response Time – Our ticketing system allows the client to determine the priority of the request, automating the process of finding out how quickly an item needs to be addressed. This automated process allows the client’s request to be organized by priority and addressed in a timely manner. This process sets ITECH apart from our competitors and allows us to be the quickest and most efficient IT company on the Central Coast.

2. Dedicated Technician Team – There will be no random tech support personnel working with your equipment. We assign a technician team to your account to ensure that you get the best service possible. Your technician team’s work load is carefully managed, allowing our team to maintain focus on your account.

3. Work With Technicians Directly – There is no receptionist or middle person to cause communication break down or delays while resolving any service requests because you will work directly with the technician to resolve the issue. We have a direct phone number for our helpdesk to send you directly to a live person.

4. Experienced Support – All ITECH technicians have experience in the industry, not just certifications. Our technicians must do more than just pass a test to prove they have the experience needed to work with our clients.

5. Simplified Ticket System – Clients can quickly and easily access and create tickets without needing to login. We do not require yet another username/password for you to remember just to request service.

6. No Overpriced Service Fees – Our service fees and plans are based on real-life usage and are not inflated to oversell the client. We do not focus on upselling, only keeping your computers running efficiently.

7. Simplified and Focused Service Plans – We offer three levels of service and do not force you into a full-fledged managed IT service contract. We also avoid the “watered down” effect; we refrain from trying to offer every service under the sun. We partner with other local companies for needs outside of our services to ensure you receive the best products and services available.

8. Simplified Contracts – Our contracts are customizable, easy to understand, short and sweet. You will not find any hidden costs, agendas, or traps built into our contracts.

9. Employee Turnover Avoidance – We look for experienced technicians who desire to stay rooted on the Central Coast. This ensures that we maintain consistency with our staff, providing the highest level of commitment and quality of service to our clients.

10. Locally Owned and Operated – The owners of ITECH were born and raised locally and know from experience that the Central Coast contains a variety of business types and sizes. ITECH is designed to work with all of these dynamics; we do not try to fit all of our clients into the same technology, instead we customize a solution that fits the needs of your business.

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11. Central Coast is our Focus – We plan on staying and maintaining a local-only presence. Expanding into other areas and growing too large affects quality of service and hinders the ability to focus on the Central Coast. We dedicate 100% of our resources to serving the Central Coast.

12. Superior Backup Solution – ITECH has invested considerable time and money into developing the best backup solution possible with the current technology, and it is superior to any other system in its price range.

13. Business Only Focus – We realize that fixing Timmy’s Facebook on a home computer should not take precedence over your businesses computers. To avoid any conflict of interest, all of our clients are business-only clients.

14. No Charge for Learning Curves – Most IT providers will charge for every minute they spend working on your equipment. At ITECH we believe that learning about products we natively support should not be at the expense of the client.

15. No “Salesy” Account Manager – Our technicians are your account manager. We do not believe in hiring sales or account managers to manage your account. You always get to work with someone who is technically skilled and is paid to keep your computers running efficiently, not someone who will try to upsell you to increase commissions.

16. Partners with Technology Industry Leaders – We are partners with technology leaders such as Microsoft, Dell, and HP, among many others.

17. “Real” Emergency Response – Our emergency response is second to none. We understand that if your computers are down, your business is down. We can respond the same day to resolve the problem.

18. After Hours Support – We are available for after-hours support should you need service outside of normal business hours.

19. Down-to-Earth Technicians – Each of our technicians demonstrate a positive attitude. They speak in a language that can be understood by those who do not speak “tech” and are never pretentious.

20. Web Department – ITECH has an experienced web department that can cater to any of your website development needs. Having one company to manage both your IT and website is advantageous for collaboration of your technology.