

# THE TOP 3 QUESTIONS



UST



**More frequently than ever before, we're receiving calls and inquiries from businesses like yours, who are unhappy with their current IT partner or service provider.**

From these many calls, we've noticed a trend. **A lot of business owners and managers want more.**

More than you're currently being provided when it comes to data security, IT that helps you to grow the business.

Because most of us have had to significantly change the way we work over the past 12 months, it's even more important that you have an IT partner who's listening to what you need and want.



Onsite Techs (OST) will actively find ways to help you do things in a streamlined way while we keep you as protected as you can be from security breaches. At OST we work to maintain a proactive and productive IT setup that specifically designed for you.

We're not in the habit of putting our competitors down. There are many good IT service providers around here who will do the right thing for you.

Unfortunately, there are also several firms that don't seem to have the necessary levels of care, or attention to details. And there's a growing number of 'bedroom warriors' who simply don't have the capacity, time or skill to proactively keep your IT running the way it should. And that's before we even start talking about making improvements.

Thanks to the pandemic, many businesses like yours have realized that their current IT service provider is not truly a partner, but just another supplier. They'll fix things when they break. But there's no real care or concern in helping you to avoid problems in the first place.

What you deserve is an **IT partner**. And that's exactly what we want with our clients - a partnership.

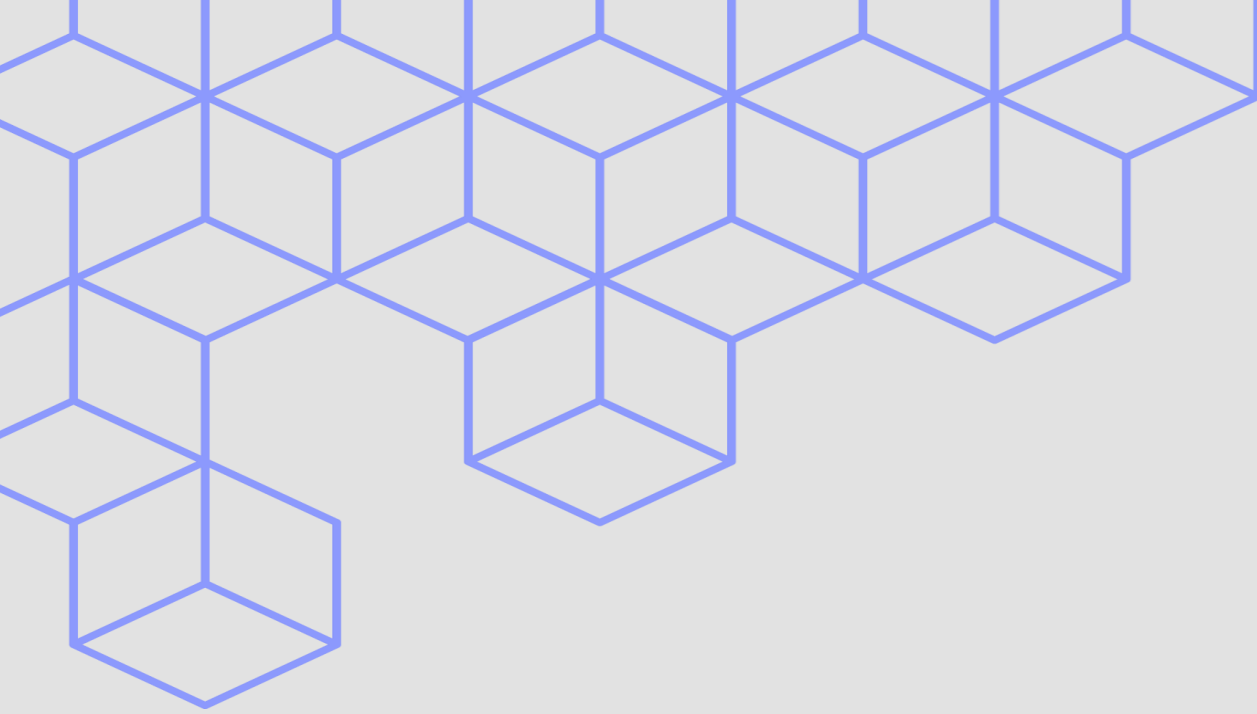
**With this in mind, we wanted to share the top 3 questions business owners and managers are asking, that we are happy to say **'YES'** to.**





# #1

**Can we work together  
in partnership, rather  
than just calling you  
when things go wrong?**



**Yes!**

**In fact, we only work with businesses in this way. We find it's the only way to create a true partnership rather than just being another of your suppliers.**

In March last year, being forced into a lockdown meant that many businesses had to set up their entire teams to work from home. Most had never done this before - especially not on such a large scale - so it's fair to say that the majority were unprepared.

When it came to contacting their IT support providers, many found that these providers didn't have time to help them move their operation into people's homes because they were under-prepared for such an event.

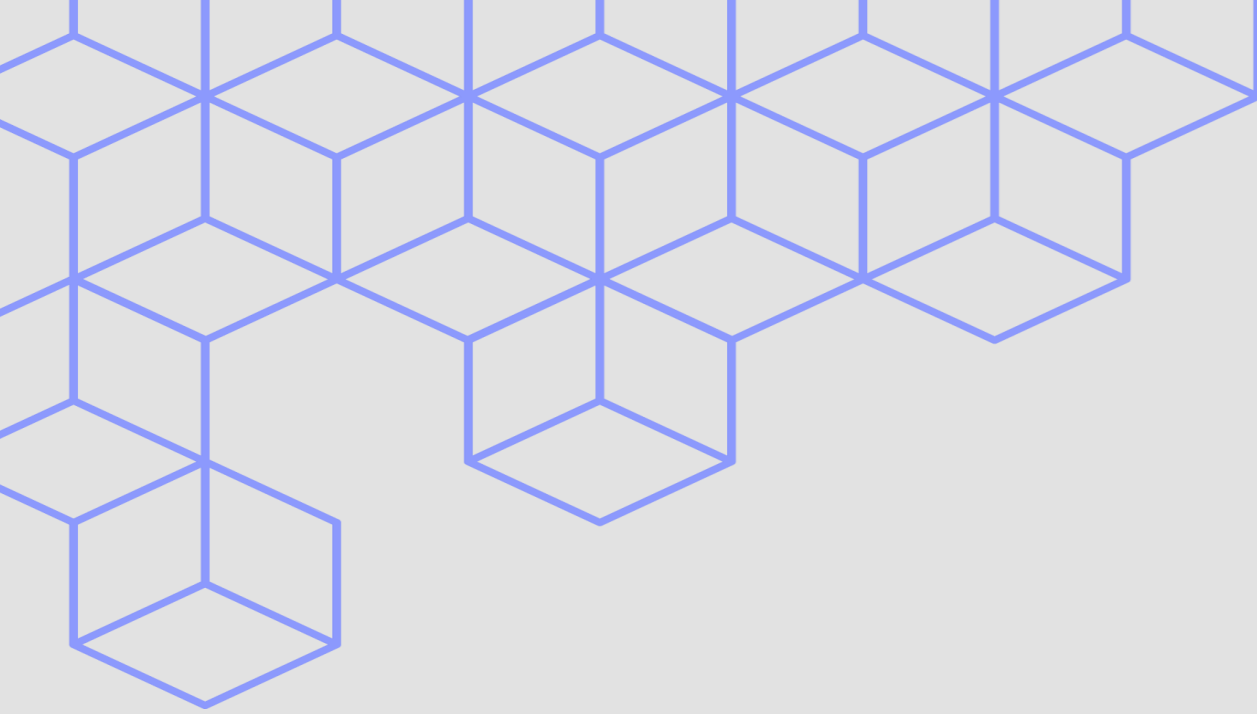
It left many people realizing just how much they rely on their business IT. We want to work with business owners and managers who understand the power of a more permanent solution to their IT needs. Let OST be the partner you can rely on.

While we really do want to hear from you when things go wrong, the proactive work we do between those times will minimize the frequency and scale of emergencies.



## #2

**Can your services  
help me to grow  
my business?**



**Yes!**

## **IT support is an important component of a growing business.**

That could be something as simple as a cash register. But more likely, it's an entire setup that is unique to you. It's your network, your devices, your phones, the software, and applications you use, the way you share files, your security, your back-up... you get the idea.

It stands to reason that the more tailored your infrastructure is to you and your team, the more streamlined your business will be. This will also improve the product or service that you deliver to your client.

At OST we enter into a partnership with our clients. Our goal is to really get to know your team and your business inside out. The better we know you, the easier it is for us to see how things can work smoothly, and what needs to be improved.

- **What do you think works well for you?**
- **What does your staff complain about?**
- **How would things look in a perfect world?**

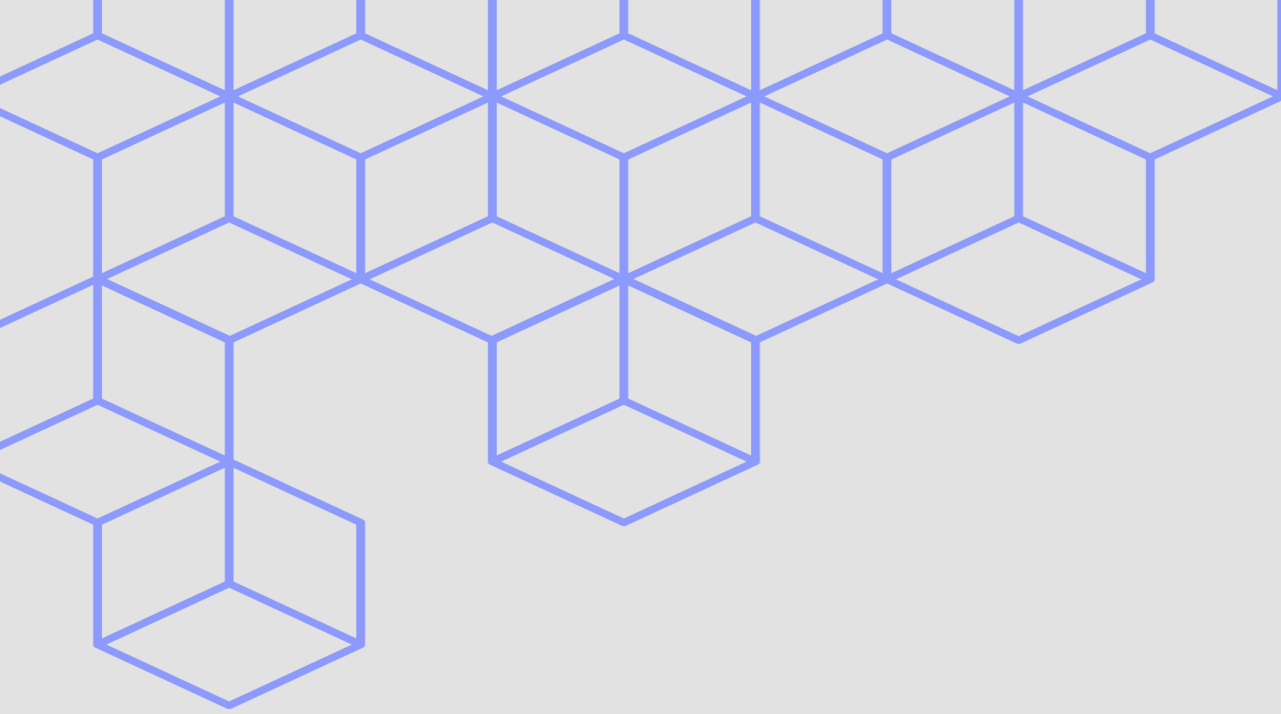
As we get to know you and your team, we fine tune everything to make your systems work more efficiently for you.

We want to help you get more done with less effort, making you more productive and more motivated.



# #3

**Can you maintain and update our systems without disruptions to the team?**



**Yes!**

**Downtime is frustrating. We get it.**

**Not only does it mean you have a business full of people who can't work, but when things do get back up and running, it takes everyone a while to get back to what they were doing.**

When you partner with OST, we spend a huge amount of time working for you in the background. We make necessary updates, check that data is being backed-up, and make sure there are no potential security breaches.

And the best part? You won't even know we're doing it.

Most of what we do will produce zero disruptions to you and your team.

There may be occasions where we need to have you logged out for a short time, but this is rare. We try and carry out maintenance at a time that won't disturb you and your team

**OST is here to help your business!**



# Do you have a question we haven't answered?

At OST we love answering your questions. We aim to be as transparent as possible when it comes to telling you how we work, and how we can work with you.

If you're looking for a new IT support partner - one who works as part of your business and not as just another supplier - give us a call at

**401-773-7766 or email**

**Michael@OnsiteTechsRI.com**

**We'd love to discuss  
how we can help your  
business reach its  
goals this year.**

The logo for Onsite Techs RI (OST) features the letters 'OST' in a bold, blue, sans-serif font. The letter 'O' is stylized with a vertical bar on its left side, resembling a power button symbol. The letters 'S' and 'T' are also bold and blue. The logo is positioned in the bottom left corner of the page, set against a white background that is part of a larger white shape extending from the bottom left towards the center.

**OST**

