

The Top 8 Reasons Why You'll Want To Work With Us



- 1. We SPECIALIZE In Working With Fast-Growth Companies.** That means we understand your incredibly hectic and stressful work schedule and WHY it's critical to remove obstacles, frustrations, and technical problems to keep you productive. We understand your desire to eliminate waste, extra steps, workarounds, and manual labor. We also have tech support available 24/7/365 since we know you don't work the normal "9-5" day and can help you maintain the freedom to work remotely while making sure you meet compliance standards for data security and backups.
- 2. We Have The Unique Ability To Address Your IT Needs – From Vision Through Long-Term Support.** We assist from vision to design and planning, to product specification through pricing and acquisition, to installation, implementation, documentation, and project management, to post-project support of you and/or your users. This allows you to have one consistent team to work with that understands your environment, your people, how you work, and your history, which means you don't have to waste time educating us.
- 3. We Have A Team Of Over 15 Certified Experts On Staff.** Unlike other IT firms, who have one or two guys trying to juggle multiple projects and wear various hats, we have a team of engineers on staff with diverse, specialized areas of expertise who work together to deliver the most effective and correct solutions to you. As a client, you are assigned to one of these teams. That means you'll always be able to get someone on the phone who knows YOU and understands YOUR environment and YOUR systems to provide helpful answers and quick resolutions of problems instead of having to talk to a complete stranger, hundreds of miles away who knows nothing of you or your systems and wastes your time asking a lot of really dumb and annoying questions to try and "help" you.
- 4. We Use Our Vendor Relationships To YOUR Advantage.** Having an advanced level of partnership with key vendors like Microsoft, Star2Star, and Dell allows us access to special pre-and post-project assistance support levels that most "partners" do not have. We are able to provide the right solutions, priced right, and validated by the vendor, so if any issues come up, we can get them resolved quickly and effectively.
- 5. We Support Both On-Premise And Cloud Solutions.** Some IT firms won't offer or recommend cheaper cloud solutions because THEY make less money. Our philosophy is – and always has been – to offer what's BEST for the customer, not us. That's how we keep so many customers long-term. We'll base our recommendations on what YOU want and what YOU feel most comfortable with. Our job is to lay out your options, educate you on the pros and cons of each, and guide you to the best, most cost-effective solution for you.
- 6. All Projects Are Completed As Agreed On And On Budget.** When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. *We guarantee to deliver precisely what we promised to deliver*, on time and on budget. We can offer our agreements on a fixed-fee basis so you know exactly what you're going to pay, not a penny more.
- 7. We Have Flexible, Tailored-To-Your-Needs Support Options To Help You Better Manage Your Environment.** We provide our customers with a variety of managed support options, ranging from back-end maintenance and monitoring for issues to user help-desk support with ticketing strategy and budget and asset/license life-cycle management. We have successfully provided these services for over 6 years and can create a solution specifically for you and your team.
- 8. We Are One Of A Few Elite Microsoft Office 365 Partners In The Country.** They call us their "SMB Champions." Migrating to Office 365 and other cloud solutions is NOT something you want to attempt on your own. There are dozens of ways an improper setup can cause problems, systems that don't work, lost data and e-mail, and a host of other problems – you need someone with experience in multiple environments with a variety of clients. We have that experience – from a small office with 50 employees to a full Office 365 migration for a customer with 1,000 employees; we can help.

CW IT Support's Mission

We help organizations increase productivity, profitability, & peace of mind by offering best-in-class IT solutions, security, & support.

CW IT Support's Core Values

- **We believe in constant & never-ending improvement & development.** We strive to improve ourselves, both personally and professionally, continually. We believe if you aren't growing, you are dying. We must continue to improve in all we do and become better every day.
- **We deliver outstanding customer service.** We must over-deliver and exceed client expectations if we expect to grow, retain clients, and receive referrals. We focus on proactive communication, meet our deadlines, and have an exceptional follow-up. We work with integrity and do what we say we are going to do. When we fail to deliver, we go above and beyond to make it right.
- **We add more value to our clients than ANYONE else in our industry.** We focus on value delivered and find ways to improve our offerings, continually provide service at competitive prices, and ensure that our clients are better protected and better served than they can get anywhere else. This also means we never stop finding ways to improve the quality of our client's systems and lives.
- **We focus on growth & profitability for the sake of our employees, our clients, our community, and the world!** Without profit, there is no life in a business. Revenue is vanity, and profit is sanity. We can change lives, improve, grow, and fulfill our mission with profit. Without it, it doesn't matter how good we are; we will not survive to help anyone.
- **We believe in Extreme Ownership.** The core leadership principle from Jocko Willink's book, Extreme Ownership, talks about ownership up and down the chain of command. There are no excuses. There is no one else to blame. You must own everything in your world and everything that affects your mission. We accept responsibility for our actions (or lack of action) and avoid living in denial.
- **We are hungry and always strive to do more.** Hunger is a key element of what we believe makes team members and companies successful—always striving to be more productive, take on new challenges and tasks, and perform at the highest level. Laziness is not tolerated here. It is essential to carry your weight so that the team can rely on you.
- **We focus on results first.** Results matter. Period. As a company and as individuals, we focus on results, measuring our performance, and pushing to hit our goals.