

**Call today for a FREE
Network Evaluation!**



212-485-3000

914-361-4400

Our Customer Guarantees

- **Freedom to Choose:** We are so confident in our service that we don't restrict you with a yearly contract or long-term commitment. You can opt-out of our ProCare agreement at any time, for any reason! This gives us the opportunity to continue to earn your business and you, the freedom to choose ProTech IT Solutions each and every time.
- **Immediate Help from a Live Engineer:** Within 60 minutes, a live ProTech IT Solutions engineer will answer your call, work toward resolving your issue and follow-up with a status report. Through our ProCare service, we securely access your network to correct issues. If necessary, we will dispatch an engineer to get you back to your regularly scheduled work day.
- **100% Unconditional Satisfaction:** We will do whatever it takes to provide the best service in the business. You deserve nothing less. If you are ever dissatisfied with your interaction, our management team is here to field your feedback and implement lasting change.
- **Best of the Best:** Our engineers have more than 12 years' experience in the field. We tap into that experience when project planning and consider every detail to finish within budget, on-time and without excuses. Our engineers are committed to you, and you will always know it.
- **We Put Out the Fire- Before it Ignites:** Our service model approach is focused on preventing problems. Our industry tools allow us to foresee issues and resolve them before they affect your work day. This proactive service model keeps issues at bay and improves your productivity.
- **Tech Talk Free:** You deserve answers to your questions in plain English. You will never be spoken to in a way that demeans your IT issues or decisions. We always ensure you are in the loop.
- **Accountability:** A lot of hard work goes into keeping your network reliable and stable, and we provide a detailed monthly system health report to keep you up-to-date. The system gives us a score, taking into account AntiVirus, disk memory, intrusions, usability, services, updates and events.
- **A Team of Experts:** We have developed extensive partnerships with Fortune 500 companies such as Microsoft, Citrix, SonicWALL, Cisco, Dell, AppRiver and Amazon Web Services. Together we ensure that your business receives the very best solutions and services. Let us be your trusted advisor!

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