

10 Reasons Why Over 200 Companies In The Baltimore/Washington Corridor Trust XPERTECHS To Manage and Support Their Computer Network

1. **We GUARANTEE we'll respond within 60-minutes or less.** As a client, when you call us with a computer related problem during normal business hours, we guarantee that your phone call will be answered immediately by our Help Desk or returned within 60-minutes or less.
2. **Our engineers are seasoned, certified, professionals with years of real field experience.** Our engineers maintain the highest level of vendor certifications from Microsoft, Cisco, 3Com, Citrix, HP, BlackBerry, and SonicWall. We require ALL our staff to complete on-going training to ensure we are up-to-date on the latest technologies and solutions. You won't find a more experienced team of professionals. That's why we are **XPERTECHS!**
3. **Dedicated Team assigned to your account.** When you become a client, you are assigned a dedicated group (two engineers and an account manager) to work with you. You will always know who to call when you need help. Having a consistent team provide services allows us to address your problems faster and with less chance of error since our knowledge of your technology environment is inherent.
4. **We are big enough to handle any computer job, and small enough to still provide you the individual attention you deserve.** Whether it's building a new network for the Washington Nationals or recovering a deleted file for Dr Horton's medical practice, you can rely on us to do the job right.
5. **Direct access to the Owner.** Besides your dedicated account team, you can also count on me, the owner, to get involved with your project to make sure you are getting the best solutions and the highest levels of service possible.
6. **100% Satisfaction GUARANTEE.** You deserve complete satisfaction with our products and services. We will do whatever it takes to make you a satisfied client. If we can't solve the problem to your satisfaction -- we are not done.
7. **Accurate Billing -** Every invoice you receive from us is guaranteed to be timely, accurate, and detailed. You'll know exactly what you are paying for. No more questioning what those charges are and who authorized them.
8. **We GUARANTEE to provide you with the most cost-effective and reliable solution to your problem.** As a business owner myself, I understand the importance of keeping overhead and costs to a minimum. Yet, I also know that I need to spend my money wisely on systems that are reliable and will last. That's why I require every solution to be tested in-house BEFORE implementing it in a client environment. We want to make sure it is the best solution.
9. **We listen first, and offer solutions second.** Before we can offer advice, we need to learn about your business needs. Once we understand your requirements we can offer our BEST solutions. This allows us to meet or exceed your expectations.
10. **We are the ONLY local IT support company that offers a no-risk, 100% money back guarantee.** Hire us to manage you network. If after the first month you are not pleased with our engineers or the work we have performed, you can cancel your service agreement and we will refund your first month's payment. No risk, no hassle, no obligation. No other IT support company will stand behind their work the way we do at XPERTECHS.