# Are you getting the service you are paying for?

They sometimes make an appointment, don't show up, and we don't even get a phone call

They have limited I.T. knowledge and don't really know my business

We can never get in contact with them

**Do you find yourself thinking our I.T. person/ company is great but ..?**

I don't think they have mine, or my businesses best interests at heart

Their response times are really slow and over charge for the service they provide

They return my call hours, or even days later

They are never punctual and can never keep an appointment

They never spend enough time fixing the problem the first time or they use 'band-aid' solutions

At ACEIT, we partner with the top, international companies to give you the service that your company deserves.

Just remember … we won't supply you with anything that we wouldn't use ourselves.

IBM Business Partner · CISCO PARTNER Registered · hp invent · Microsoft · vmware AN EMC COMPANY · ca CHANNEL PARTNER · intel Channel Partner Program · NetComm Broadband Solutions · the leasing centre Preferred Partner

**Many companies assume that all computer support is the same … It's not.**

Relying on the cheapest "hourly" or "daily" rate to determine which computer support provider to choose, usually doesn't work out cost effective in the long term. Most things are priced according to what you receive. Unfortunately its often the case that "you get what you pay for."

The consequences of using the wrong I.T. provider will quickly add up. Consider the cost of the wrong solution or of a "band-aid" approach, which means that the same problem will require fixing again and again.

Poorly completed work done by engineers "on the fly" will be far more costly than you may realise. Consider what happens to your office productivity when employees can't work because of a network or computer interruption. If you have an office of people unable to do their job, how much does it cost your company in lost productivity, especially if they have to wait hours, days, or longer to receive assistance?

**Unhappy with your current level of service? Paying too much? Then why not give ACEIT a call to discuss what we can do for you!**

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