



TRUETECHNOLOGY

Powered by Process

10 Technology Risks You Don't Know Your Business Has

That Could Cost You Time, Money & Sanity

Without the right technology partner, companies are at risk of experiencing major challenges, including cyber breach and downtime (most of which don't even know it!). Here are 10 common issues you need to be aware of.

RISK #1

Your security stack does not address current threats, so you're not protected against ransomware and other compromises that could harm your reputation — and your business.

TRUTECHNOLOGY APPROACH

We include a robust security stack that addresses the most common threat vectors found today and a robust backup and disaster recovery platform to protect your data on-site and in the cloud.

RISK #2

Your technology spend and initiatives are not aligned with your business goals and challenges.

TRUTECHNOLOGY APPROACH

We assign an experienced, dedicated technology professional —not a sales person with a quota — who meets with you on a scheduled recurring basis to help you align your technology with your business goals through a structured planning and budgeting process.

RISK #3

A retroactive approach is taken to IT management, which means issues are only dealt with after they happen rather than before they ever take place.

TRUTECHNOLOGY APPROACH

We assign an engineer to your account who proactively audits your systems on a scheduled recurring basis. This is done against a list of industry standards, controls, and best practices to identify risk and keep your business technology running smoothly.

RISK #4

You have limited access to support from real people when you need it most.

TRUTECHNOLOGY APPROACH

Our happy to help desk is locally staffed from 7:00am – 6:00pm weekdays for remote and on-site support. Our engineers are also on-call to handle emergencies 24/7/365, at no additional cost. We're always ready to respond and resolve your tech problems so you can get back to business.

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Visit us at www.trutech.com or call us at (904) 559-1600

RISK #5

Reactive issues take away from time and focus on working in planned initiatives.

TRUTECHNOLOGY APPROACH

We have dedicated departments with clearly defined roles and responsibilities. All reactive work is isolated to one department, allowing the rest of the teams to focus on their proactive scheduled activities. This ensures your technology problems are rapidly solved by a qualified member of our tech team without holding us back from making progress on other initiatives.

RISK #6

There is constant turnover from your IT provider or internal staff, which means your tech support doesn't know you, your team, or your biggest technology concerns.

TRUTECHNOLOGY APPROACH

Knowledge hoarding is simply not part of our culture or process. Everything is documented in a single platform for all team members to leverage and there is a high expectation that everything is always kept up to date. Our average employee tenure is multiple years, but we designed our processes so if a team member moves on, we won't skip a beat delivering exceptional service.

RISK #7

Your provider will assume whatever networking equipment, firewalls, and servers exist possibly without even knowing how to manage, monitor, or configure the equipment. This not only causes increased resolution times but also creates risks as things could be misconfigured or let out of date.

TRUTECHNOLOGY APPROACH

We have a standardized infrastructure stack with no large cap-ex investments or implementation fees. Our staff is fully trained on these systems and we have all the tools we need to troubleshoot issues quickly while keeping everything up to date and running at optimal performance.

RISK #8

Increased volume of support issues and wasted time due to missing IT processes.

TRUTECHNOLOGY APPROACH

When it comes to setting up new employees, offboarding employees, installing your long list of applications, or just setting up a new phone for a team member, we have documented processes for all of these tasks. This creates a consistent experience for our clients, regardless of which team member works on the request.

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RISK #9

You don't even know who to contact for different aspects of IT support: the IT company or the vendor.

TRUTECHNOLOGY APPROACH

We provide a single point of contact to your staff for all their technology-related needs. If it's installed on their computer, hosted in the cloud, or connected to the network, we work with all your vendors to address your issues. Doing it that way allows us to track the issues and make sure the vendor is not making changes that could cause you risk or be disruptive.

RISK #10

Frustrating, hidden costs pop up all the time so you're unable to stay on budget.

TRUTECHNOLOGY APPROACH

We have a simple flat-rate pricing model, with no hidden costs, that is scalable as your business grows. It's clear what's included and what's additional so you don't get any surprise invoices. Our proactive auditing and planning approach minimizes the opportunity for reactive spending. We're transparent with you and committed to doing what's best for your business.

You shouldn't have to deal with the stress that accompanies the 10 risks outlined above. [Contact us today](#) for a free quote.

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