



# 16 Questions You **Must** Ask Before Hiring Any IT Company

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**A Free Education Guide By:**  
LDD Consulting, Inc.  
[www.LDDconsulting.com](http://www.LDDconsulting.com)  
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# 16 Questions You **Must** Ask Before Hiring Any IT Company

If You Depend On Your Computer Network To Run Your Business, This Is One Report You DON'T Want To Overlook!

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This free report will explain in simple, non-technical terms what you need to look for when outsourcing your IT support, as well as cost-saving strategies, insider tips and 16 revealing questions you **MUST** ask any computer consultant before giving him access to your computer network. If your current guy can't answer a confident "Yes" to all 16, it might be time to look for someone else.

## **You'll discover:**

- The single most expensive mistake most small business owners make when hiring an IT consultant.
- The surprising reason most small businesses fall victim to substandard support.
- What some IT consultants are doing to take advantage of business owners, and how to make sure you're not one of them.
- How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

September 3, 2024

**From the Desk of:**  
David Luft  
CEO & President  
LDD Consulting, Inc.

Dear Fellow Business Owner,

Hi, my name is David Luft, CEO & President LDD Consulting, Inc. As a business owner myself, I know how insanely busy you are, so I'll get right to the point of this report.

Although we haven't had the chance to meet, I would bet that your computer network—and the important data it contains—may not be as secure as you believe. How am I so confident?

I often encounter significant issues when auditing business networks, which can be surprising given the common occurrence of problems such as inadequate backups, security vulnerabilities, and inefficient systems. These issues frequently result in higher maintenance costs and misalignment with business operations.

Additionally, it's not unusual for us to receive urgent calls from business owners dealing with preventable technical crises. Many businesses end up with inadequate computer support because they lack the means to thoroughly verify the security and effectiveness of their network, often relying on assurances rather than evidence.

That's why I've decided to write this report for all the business owners in our area to educate them about what to look for in an IT Company. Quite honestly, I'm shocked at the oversights and sloppiness of most self-proclaimed "experts" and want to see the standards raised. On the following page you'll find a mini acid test you can use to determine whether or not your network really is being supported properly.



**If your technician does not score a “yes” on every point, you could be paying for substandard support AND be wide open to a very expensive, very frustrating computer disaster:**



- Do they answer their phones “live” and respond to support issues in 1 hour or less?
- Are they remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up to date?
- Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape backups?
- Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?
- Have they provided you with written, network documentation detailing what software licenses you have, critical network passwords and hardware information, or are they the only person with the “keys to the kingdom”?
- Do they consistently (and proactively) offer new ways to improve your network’s performance, or do they wait until you have a problem to make recommendations?
- Do they provide detailed invoices that clearly explain what you are paying for?
- Do they explain what they are doing and answer your questions in terms that you can understand (not geek-speak)?
- Do they complete projects on time and on budget, or does every project end up taking longer and costing more than you expected?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
- Do their technicians maintain current vendor certifications and participate in ongoing training, or do you feel as though they are learning on your dime?
- Do they take calls from other clients while working on your network (and on your dime)?
- Do you have to manage their progress on projects, or do they provide frequent updates, status reports and follow-up calls and e-mails?
- Do they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide-open playing field with “time and materials”?

# If Your Current IT Company Failed This Test, I Want to Give You A FREE Network Audit To Make Things “Right”

I know you are so darn busy running your business that you simply forget to think about the security and health of your computer network UNTIL something major happens.

If that’s you, consider this a “friendly reminder” to get your network checked out – if nothing else, it’s a good way to get a third-party review of your network’s security.

To make this decision even easier, I'm offering a complimentary Network Checkup. This will ensure your computer network is protected against threats such as spyware, viruses, hackers, spam, data loss, hardware failure, software corruption, and other potential issues.



## For Free, We Will Come To Your Office And...

- Check your firewall’s security settings to make sure you are protected from the latest hacker attacks, worms and viruses.
- Scan and remove spyware that is secretly stealing your company’s bandwidth, jeopardizing the speed of your computer system and embezzling confidential information about you, your employees and your business.
- Check your network’s backup system to ensure it is working properly and accurately backing up all of the critical files and information you never want to lose.
- Verify that you have the most up-to-date security patches installed properly; miss one critical update and you’re a “sitting duck.”
- Diagnose slow, unstable PCs.
- Perform a quick network “tune-up” to make programs and files load faster.

To reserve your **FREE** Network Checkup, please visit [www.LDDconsulting.com](http://www.LDDconsulting.com) or call our office at 505-792-2375.

## Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can access your network —undetected— to access and remotely control your network, corrupt your data, and use your network as a conduit for spreading spam, viruses, and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, unstable and susceptible to viruses, spyware and hackers. Tape backups have a failure rate of 100%— that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.



## Think About This...

**What else in your business is more valuable than the data on your network?** Just imagine how devastating it would be to lose it! That's why this Check-Up is so important. We'll conduct a comprehensive review of your network's security settings to make sure your data is safe and secure.



## Okay...So What's The Catch?

I bet you're wondering why I'd be willing to give this away for free, so please allow me to explain. First off, I want to be clear that this is NOT a bait and switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way.

We are simply offering this Free Network Check-Up as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with.



To reserve your **FREE** Network Checkup, please visit [www.LDDconsulting.com](http://www.LDDconsulting.com) or call our office at 505-792-2375.

## After All, Don't You Just Want Your Darn Computer To Work The Way It's Supposed To?

That's why I'm extending this offer. While I'm confident in the quality of our services, I understand it might not be fair to ask you to commit without first seeing the value for yourself. I don't expect everyone to become a customer, but some may find they value our services long-term, like these business owners:



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Since hiring LDD Consulting in 2015, our software glitches and computer problems have decreased by over 70%. The team is professional, responsive, and highly skilled. They assessed our needs, respected our budget, and provided effective solutions. We've experienced reliable, hassle-free IT support and highly recommend their services. – **Dr. Greg LoPour, LoPour & Associates**

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We may be a small firm, but LDD makes us feel as important as their largest customer. David and the techs are thorough and provide impeccable service, showing patience and attentiveness. This is unique in the IT industry—I consider ourselves lucky to have such a high-quality IT company in Albuquerque! We are proud to give LDD our highest recommendation. – **Ingrid Roosild, Kivi Financial Group**

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Our biggest advantage since moving to LDD is a problem-free network system. LDD is exceptionally proactive and typically identifies complications and resolves them before they become out of control. If you're at a decision point, give LDD a try. **You have nothing to lose except your technology worries!** – **Kendal Billau, LAD Engineering**

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## Here's How It Works...

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To get your FREE, no-strings-attached, Network Check-Up, simply visit [www.LDDconsulting.com](http://www.LDDconsulting.com). Or if you prefer to speak to me directly about this, call my office at (505) 792-2375. After we receive your request, we'll schedule a convenient time for one of our technicians to come on-site and conduct a complete health check of your network. When we're done, we'll give you a comprehensive, easy-to-read report that will show any problems, threats or vulnerable areas that need to be addressed.

If we discover a problem, we'll also provide you with a recommended action plan and fixed-fee quote on what it will cost for us to resolve it. No hidden fees; no bait and switch. If you decide to hire us to do the repair (you're under no obligation), we'll get to work on it immediately.

**And if we find out everything is safe and secure, you'll breathe a big sigh of relief knowing the true state of your network's health and security.**

**What do you have to lose?** Don't let another day go by without verifying the health and security of your network! We're making this as easy as possible to say yes – all you have to do is take 60 seconds to visit [www.LDDconsulting.com](http://www.LDDconsulting.com) or call (505) 792-2375 and we'll do the rest!

Sincerely,

David Luft  
CEO & President  
LDD Consulting, Inc.  
[www.LDDconsulting.com](http://www.LDDconsulting.com)

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