

12 Reasons to Choose Covisia

1. **Industry Excellence & Experience** - Don't trust your network to a start-up. We have 17+ years experience in IT support and 5 years with a Managed Service practice.
2. **Better Service** - An individual "Computer Guy", or even a fulltime technician, only has the knowledge and experience of one single person. Each Covisia engineer has access to collaborate with our entire staff of certified consultants. This is why Covisia engineers can recommend better solutions and resolve issues faster than any single consultant. We continuously invest in the education and training of our personnel to make sure that your network is cared for by the best brains in the business
3. **vCIO Service** - We work with executives on a quarterly basis to align business with technology and budget. By following our IT Strategic Blueprint we focus on how technology can help you save and earn money. Each individual business is unique in their computer needs. With our vast business experience in diverse industries we can recommend technology solutions to improve your unique line of business.
4. **Proactive maintenance versus reactive response** - Did you know that most computer emergencies can be prevented from happening in the first place? It's true! Most computer service providers only react to emergencies. As part of Covisia's managed IT service, our engineers perform routine, proactive maintenance procedures to seek out potential problems and resolve issues before they become a crisis to your business.
5. **Lower overall technology costs** - The average salary of a full-time computer technician in Massachusetts is over \$60,000 per year including taxes and benefits. If that technician is doing his or her job correctly, most of the time your system is running fine and your tech is showing up to work with little or nothing to do. Covisia's clients save thousands of dollars per year by spending money only where needed: remote support, routine maintenance combined with limited emergency support. With this significant cost savings, our customers have a higher ability to use the dollars they save on technology improvement projects such productivity-increasing solutions.
6. **Available when you need us most** - When your computer systems go down, so does your business. Do you know where your "Computer Guy" is? Covisia's clients enjoy a guaranteed response time in the event of an emergency. In many instances, we'll be able to remotely diagnose and resolve issues, and get your business back up and running in minutes instead of hours or days.
7. **Eliminate the headache of turnover** - Each time your fulltime technician quits or your current "Computer Guy" finds another job, you need to re-invest your time and money to recruit and train a new person. During the transition, your business may experience a computer outage with

no available help who understands how your systems have been set up. We assign a Systems Administrator and a team to each and every one of our clients. On top of that, our VP of Technical Service oversees the work of all of our clients. With Covisia, you'll have several engineers who know everything about your network, all for the price of less than one.

8. **Problems fixed before your business suffers** - Covisia constantly monitors your most critical devices, such as your firewall and server(s). Our engineers can respond quickly to events that may cause downtime and are available to serve your business 24x7x365.
9. **Industry Standards and Metrics** – We follow the ITSM support model. With a fully staffed help desk, we track to a 5% abandonment rate, 70% first call resolution rate and 80% less than 10 sec, average speed to answer rate.
10. **Partnerhips**: Microsoft Gold, Citrix Platinum and Cisco Premium Partner – only 2 companies (out of 2500 plus) in New England with that criteria. These Certifications mean a provider gets positive ratings from clients and has invested in training and certifications for its engineers.
11. **On and Off-site back-up of your data with Virtualization** – Backup should be included in the all inclusive plan. If it is only off-site, only on-site or does not include virtualization, then the DR solution is not complete.
12. **Superior client loyalty** - Covisia is proud & fortunate to maintain high customer satisfaction and 90% retention rate. In fact, many of our new clients come from enthusiastic referrals from our happy existing clients