Discover Costly Misconceptions Most Computer Repair Companies Won’t Tell You And Critical Characteristics Your IT Team Should Never Be Without
Read this eBook and you'll discover:

- 6 Costly misconceptions about computer maintenance and repair
- Computer scams and rip-offs that you MUST be aware of
- Critical Characteristics You Should Demand From Your Computer Company
- 21 Questions you need to ask before hiring your next computer support team (and should ask your current IT guy as well!)
- Why you need to avoid “cheap” or “bargain” computer repair companies

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About The Author

Sitima and Mike Fowler founded Capstone IT in 2003, just as the economy was beginning to recover. They saw that small businesses were being ignored or underserved by existing computer service firms. So Capstone IT was formed, specializing in providing quick response, reliable solutions, and extraordinary customer service rarely seen in the marketplace.

Capstone’s growth is credited to Mike and Sitima’s relentless attention to delivering an extraordinary and unexpected level of service. As a result, Capstone was named on Inc’s 5000 list as one of the nation’s fastest growing companies. In 2013, Capstone celebrated their 10th anniversary in business and was recognized as one of Rochester’s Top 100 companies by the Rochester Business Journal. Today, Capstone IT is the computer support team for hundreds of small and medium sized businesses in Western New York and South Florida.

About Capstone

Capstone was founded to help businesses and independent practices get the most out of their technology, and allow their networks to just plain work. Over the years their certified engineers and dedicated support staff have helped more than 200 clients relieve their technology worries so that they can concentrate on growing and realizing their goals.

When you hire Capstone for ANY project, not only can you expect it to be done right, but you can expect it to be done on time and on budget.
Dear Colleague,

There are no shortages of horror stories about fly-by-night computer repair shops causing problems as a result of their unethical or incompetent behavior. We’re sure that when you talk to your own friends, family, and colleagues you’ll get an earful of the unfortunate experiences they have encountered in this area.

You see, the computer industry, along with a lot of other industries, has its own share of unethical businesses who will always try to take advantage of uneducated buyers in their greed for easy money. Fortunately, businesses like these are the minority, but we know they exist because we have had a number of customers come to us to clean up the disasters other providers have caused.

Another big problem of the computer industry is that it is not regulated like many other industries. Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, and even restaurants (to name a few) are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is relatively new and there are few laws in existence to protect businesses.

Anyone who can turn a computer on could market themselves as a computer technician. Even if they are honestly trying to do a good job for you, their inexperience can cost you dearly in your machine’s performance or in lost or corrupt data files. That is exactly why we decided to create this eBook.

The following information is provided to help raise standards within the computer support industry, and to give YOU useful information to help you guard against the incompetence or unethical behavior of many computer repair companies and IT “technicians”.

Dedicated to serving you,
The Six Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: If your computer is working fine right now, it does not need any maintenance. Probably one of the biggest, most common things to which most business owners fall victim, is that computers are just like cars. If you don’t change the oil, change the filter, rotate the tires, flush the transmission, and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of basic maintenance WOULD have cost you.

There are certain maintenance checks that need to be done daily—like virus updates, system backups, and installing security patches. Even disk defrag, spyware detection and removal, checking the surge suppressor and the integrity of the hard drive, and so on, should not be left for weeks or months unattended. Your computer technician should be adamant that you have regular and frequent maintenance done on your machine, and should offer to set up automatic virus definition updates, and automatic system backups OFF-SITE.

If your technician does not press you to let them do this for you, then CALL SECURITY and kick them out of your office! They don’t have your best interests at heart. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn’t offering you these services, you need to find someone else to support your computer or network for two reasons:

1. They don’t know enough to make this recommendation, which is a sure sign they are horribly inexperienced, OR

2. They recognize that they are profiting from your computer problems and don’t want to recommend steps towards preventing you from needing their help on an ongoing basis.

Either reason is a good one to get as far away from that person or company as fast as possible!

Misconception #2: The maintenance tools provided in the Microsoft Operating System and software are all the maintenance you need. Again, this is a terrible misconception. Microsoft does NOT include ALL of the security features to protect your systems from viruses, hackers, and data loss, nor do they prevent your computer from running slowly.
Additionally, Microsoft (and other software vendors for that matter) is constantly providing critical patches and updates to their software to protect you from viruses and hackers. However, if you don’t know to look for them, or if you don’t know how to install these updates properly, you could easily end up getting burned.

**Misconception #3: My nephew/neighbor’s kid/brother-in-law knows this computer stuff and can help me solve my problems.** If only this were true. Obviously, not all technicians are created equal. Just because a person is good with computer applications (what we call a power user) does NOT mean they know how to install a critical security patch, detect and extract a deadly virus, upgrade your computer or server, and especially, maintain your business-critical network.

I’ve had so many clients tell me that they wish they’d never started using their relative/friend/neighbor. Usually that person cannot respond during business hours. After all, they have a full time job. Frequently, the owner sits around waiting for the wannabe tech to arrive, only to find out that they can’t fix the problem once they do arrive. What happens when your “friend” loses your data or crashes your network? What do you do then? Will your business be able to recover? Each business has a certain level of risk tolerance, but very few are aware of how precarious their systems really are.

Most people look for a part time “guru” to help them save money, but this often comes back to haunt them. Every day we get new customers who call, needing us to clean up a mess that was caused by an inexperienced neighbor, friend, or relative who was just trying to help. If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won’t have the knowledge or experience to truly help you.

Technology advances at lightning speed, and a good technician must stay ahead of the curve at all times. If your part-time technician is not working on computers and networks every day, they probably only know enough to be dangerous.

**Misconception #4: You can always get a better deal on computer software, equipment, or services by shopping online.** The key word here is “deal.” Sure you can always find a cheaper price if you shop online, but you might actually end up getting the short end of the stick. As with anything in life, you get what you pay for. Companies simply cannot give you dirt cheap prices AND champagne service.

If you are getting a “bargain,” chances are you will get very little or NO service after the sale. If you can’t figure out how to install your printer, or if you just have a question, you
might find out that the customer service line only goes to a voice mail box that never gets checked, or that you have to submit questions via e-mail that takes DAYS to return. This lack of service costs your business in real dollars due to lost productivity.

Before you buy ANY computer equipment, make sure you know the answers to these questions:

1. **How long has the vendor been in business?** The last thing you want to do is buy a lemon of a computer from a fly-by-night organization. Thanks to the Internet, ANYONE can set up a website and start selling computer equipment, parts, and software. That is why you want to look for a company that has been in business for 5 years or more.

2. **What type of help desk support do they offer?** If you are like me, you probably want to speak directly to a knowledgeable technician when you need help. However, many companies only offer e-mail and web-based support, and often charge a hefty fee for anything outside of that. Which brings me to the next question...

3. **Is their support free or charged by the minute?** Make sure you are very clear on what support is free and what is fee-based.

4. **Where is their help desk and customer service office located?** Many of the big vendors are shipping their help desk support overseas to save money. While this works out great for them, it can be incredibly frustrating when you are trying to communicate with their customer support representatives.

And now, a question for you: Do YOU really know how to install, configure and troubleshoot this new device? If not, you may want to consider hiring a qualified engineer to install it. Quite often, drivers and software can conflict and cause problems and unless YOU have installed this device before, it might be worth the expense to get someone else to do it for you quickly.

**Misconception #5: All computer companies are created equal. Your best option will be the one who offers the lowest price.** Again, as the saying goes: “You get what you pay for.” A cheap price usually means a cheap job. Really good engineers do NOT work cheaply because they are in high demand and understand the value they’re providing.
With your valuable business data, including irreplaceable spreadsheets, e-mails, client information, financials, and other documents at stake, do you REALLY want the cheapest technician working on your computer and network? We didn’t think so either!

We take the view that most people want VALUE for their money and simply want the job done right. You will find that we are not the cheapest and we do not apologize for that. You will also find that we are not the most expensive. We feel that we should offer a good service at a fair price. That’s why we have been able to stay (and grow) in business since 2003.

**Misconception #6: I should just buy a new computer!** Unfortunately, we see clients who think that they can just dump their old computer for a new one. While there are certainly times when this makes sense, there are several factors to consider when you’re considering just throwing out and replacing your old computer:

1. Data transfer. Your valuable business documents, presentations, financials all need to be transferred to your new computer. This takes a lot of time, and is not something to experiment with if you’re not 100% sure you can do it correctly the first time.

2. Data security. What will you do with the information on your old hard drive? Many owners simply throw the computer away, and don’t understand that they are taking a huge risk, as their computer’s hard drive carries lots of sensitive information. Ask yourself this: Would you want your competitor to have access to all of your data? We don’t think so, either! When you choose to replace your computer, you must consider how you will safely destroy the data on your old hard drive – after it has been transferred. Your trusted IT team should help you with this every time.

3. Installation and configuration of your programs. All of your programs need to be installed & configured. Installation is usually simple. Configuring those programs to your specific network is rarely simple. This is especially true with industry-specific software. You will also need to get connected to the internet. This includes configuring firewalls, routers, and at least one (usually more) conversation with your ISP.

4. Email. Your email needs to be set up and all of your emails & address book need to be transferred – this is not a simple process.
5. **Printing.** You will need to get your printer(s) set up. This includes all-in-one units that are notoriously frustrating to get configured correctly, as well as connecting to network printers.

6. **Backup.** Depending on the size of your computer network, and whether you have a server or not that holds all of your data, you may very likely need to have a backup configured for your desktop computer. This will allow you to recover and retrieve critical files in case of a failure, or in case of your computer stopping operation or not working any longer, you may be able to fully recover and make yourself operational again very quickly.

In some situations, purchasing a brand new computer may be better than repairing your existing machine. However, you must give the above items careful consideration. Many times, choosing to have your current computer repaired by a qualified, experienced technician will truly save you from making a costly mistake. On the whole, we find that it’s often worth repairing PCs that are less than 3 years old, but the circumstances need to be evaluated carefully in each instance.

**Critical Characteristics You Should Demand From Your Computer Company**

If you rely on a “one-man-band” operation, you might find yourself without any help when they go on vacation, get sick, or when they are simply too busy servicing other customers. **Demand that your IT Company have multiple engineers on staff.** Having multiple engineers on staff is not a guarantee of fast, reliable service, but you are far more likely to have someone to talk to when you have a problem.

Another reason you’ll want a computer company that has multiple engineers is because no one computer guy – no matter how good – has infinite knowledge about every type of software, hardware, and platform. Multiple engineers mean multiple skill sets and a higher likelihood that your computer problem will get resolved faster.

Let’s face it: There are a lot of computer technicians out there, but most are new or just getting started. You want to make sure you avoid hiring a fly-by-night technician between jobs that sets up shop one day, and is out of business within a few months. **Demand someone who has a long-standing reputation.** Only deal with computer support teams that have a proven track record in your area. They should be ready and willing to share referrals from your vertical or at the very least companies of similar size or info structure.
Do NOT let someone practice on your machine. If they have not worked on your problem before, they should TELL you that in advance. **Demand that they have specific knowledge or expertise in solving your particular problem.** There is too much risk involved in potentially losing your data and damaging your equipment.

While I’m on the subject of losing data, demand that your engineer backs up your data BEFORE working on it. This is just common sense. Don’t let them touch your machine before all of your data is securely backed up... just in case something goes wrong.

There are a lot of second-rate shops with inexperienced technicians who will end up causing more problems than you bargained for. Very frequently, these inexperienced technicians will recommend that you wipe out your hard drive and re-install Windows to fix a problem. This means **you lose all of your settings and preferences**, as well as losing all of the software programs you have installed. This should ONLY be done as a last resort and generally only if the computer is less than 3 years old. **Demand that your machine comes back with the same settings, “look and feel,” preferences, and applications that you had on it prior to the work.**

**WARNING:** In addition to wiping out your hard drive, I have seen unethical repair shops and technicians install illegal software on your machine using a stolen license. Not only is this illegal, and putting you in a position to get fined, but most illegal software (especially Microsoft’s) is locked, which means you cannot download and update critical security patches. This leaves you unable to update your machine to protect it from deadly viruses, malware, and hackers. If you suspect that you have illegal software on your computers or your network, contact us immediately for the best course of action in making your business fully legal.

**21 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract**

**Customer Service:**

**Q1:** Do they answer their phones live or do you always have to leave a voicemail and wait for someone to call you back?  
**Our Answer:** We answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, even on weekends and holidays. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can’t get hold of anyone to help them, it’s incredibly frustrating.
Q2: Do they offer a written, guaranteed response time to your calls?
Our Answer: We guarantee to have an engineer working on a problem within 60 minutes or less of your call. This is written into every service agreement we give to our clients because it's standard procedure.

Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?
Our Answer: Our engineers are trained to have the “heart of a teacher” and will take time to answer your questions and explain everything in simple terms. Just look at what this one client had to say:

“Capstone Never Uses Geek-Speak!”

Capstone doesn’t just take care of problems that come about, they anticipate problems before they happen. Our tech is polite to our employees and communicates well.

Larry Stanney, Paris Kirwan Associates, Inc.

Q4: 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?
Our Answer: We conduct quarterly review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?
Our Answer: We provide detailed invoices that show what work was done, why and when, so you never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you.

Q6: Do they have adequate errors and omissions insurance as well as workers’ compensation insurance to protect YOU?
Our Answer: Here’s something to consider: if your IT company causes a problem with your network, that in turn causes you to be down for hours or days or to lose data, who’s responsible? Here’s another question to consider: if one of their technicians gets hurt at your office, who’s paying? In this litigious society we live in, you better make darn sure
whomever you hire is adequately insured with both errors and omissions insurance AND workers’ compensation — and don’t be shy about asking to see their latest insurance policies!

True Story: A few years ago Geek Squad was slapped with multimillion-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs where accessing, copying and distributing personal information they gained access to on customers’ PCs and laptops brought in for repairs. In other cases, they lost a client’s laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q7: Do they guarantee to complete projects on time and on budget?
Our Answer: All projects are fixed-priced and guaranteed to be completed on time, in writing. This is important because many unethical or incompetent computer guys will only quote “time and materials,” which gives them free rein to nickel-and-dime you as well as take as much time as they want completing a project.

Maintenance Of Your Network:

Q8: Do they insist on remotely monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?
Our Answer: Yes; our remote network monitoring system watches over your network to constantly look for developing problems and security issues so we can address them BEFORE they turn into business-stoppers.

Q9: Do they provide you with a monthly report that shows all the updates, security patches, and status of every machine on your network so you know for SURE your systems have been secured and updated?
Our Answer: Every month our clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard-drive space, backups, speed and performance, etc.).

Q10: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the “keys to the kingdom”?
Our Answer: All clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people
from your organization have this information and know how to use it, giving you complete control over your network.

Side Note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don’t suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don’t tolerate it!

Q11: Do they dedicate a lead engineer to you, as well as have other engineers on staff who are familiar with your network, in case your lead goes on vacation or gets sick?  
Our Answer: Capstone provides every client with a lead engineer, as well as a dedicated team behind that engineer, who will know your network intimately. Your team only works with a finite number of clients, insuring a sense of ownership to the networks they support. We also keep detailed network documentation (basically a blueprint of your computer network) and updates on every client’s account, so help desk engineers can also support and troubleshoot for our clients as needed.

Q12: When they offer an “all-inclusive” support plan, is it TRULY all-inclusive, or are their “gotchas” hidden in the fine print?  
Our Answer: One of the more popular service plans offered by consulting firms today is an “all-inclusive” or “all-you-can-eat” managed services plan. These are actually a good thing because they’ll save you a lot of money in the long run. Our “all-inclusive” support plan is just that — all-inclusive. Consider this before agreeing to a plan:

- Is phone/e-mail help desk included or extra?  
- What about network upgrades, moves or adding/removing users?  
- Is hardware and/or software included?  
- What about 3rd-party software support? (We recommend that this IS included.)  
- What are the costs/consequences of early cancellation?  
- What if you aren’t happy with their services? Do they offer a money-back guarantee?  
- If the hardware and software is included, what happens if you cancel the contract?  
- Are off-site backups included? To what degree?  
- If you have a major disaster, is restoring your network included or extra?  
- What about on-site support calls? Or support to remote offices?  
- Are home PCs used to access the company’s network after hours included or extra?
Backups And Disaster Recovery:

Q13: Do they INSIST on monitoring an off-site as well as an on-site backup, or are they letting you rely on outdated tape or hard drive backups?

Our Answer: We do not allow our clients to use tape backups because tape backups are incredibly unreliable. We make recommend that all of our clients not only backup onsite, but have secure, encrypted off site backup as well. A Data Recovery and Disaster Recovery Plan, as well as regular test restores, are two other best practices we share with our clients.

Q14: 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?
Our Answer: We monitor our clients’ backup on a daily basis, and are notified if the backup of their data failed for any reason. We manually restore from backup when this happens and resolve the error that caused a failure. It cannot be left to chance that our clients’ data can be recovered in the event of an emergency. After all, the WORST time to “test” a backup is when you desperately need it.

Q15: Do they insist on backing up your network BEFORE performing any type of project or upgrade?
Our Answer: We do, and that’s simply as a precaution in case a hardware failure or software glitch causes a major problem.

Q16: If you were to experience a major disaster, do they have a written plan for how your data could be restored FAST and/or enable you to work from a remote location?
Our Answer: All clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise And Support:

Q17: Is their help-desk U.S.-based or outsourced to an overseas company or third party?
Our Answer: We provide our own in-house help desk and make sure the engineers helping you are friendly and helpful. We consider this one of the most important aspects of customer service, as we know how important it is for you to keep your business running productively and efficiently.
Q18: Do they maintain current vendor certifications and participate in ongoing training — or are they learning on your dime?

Our Answer: Our engineers are required to keep the most up-to-date vendor certifications in all the software we support. Plus, our hiring process is so stringent, 99% of those who apply don’t make it through. (Guess who’s hiring them?)

Q19: Do they arrive on time and dress professionally?

Our Answer: Our engineers are true professionals that you would be proud to have in your office. They dress professionally and show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are standard requirements for delivering a professional service.

Q20: Are they familiar with (and can they support) your unique line of business applications?

Our Answer: We own the problems with all lines of business applications for our clients. We will be the liaison between you and your vendor to resolve problems you are having and make sure these applications work smoothly for you.

Q21: When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say, “That's not our problem to fix”?

Our Answer: We feel WE should own the problem for our clients so they don’t have to try and resolve any of these issues on their own — that's just plain old good service and something many computer guys won’t do.

Your Customer Bill Of Rights

Here is what we pledge to deliver if you choose Capstone to service your company’s network:

✔ Satisfaction Guaranteed: We are so confident that your business will love Capstone, we are willing to let you try the Capstone Complete Care plan for 90 days risk free. If you are not satisfied with the service within 90 days of service starting, we will refund 100% of your monthly service payments.

✔ Critical Response Time Guaranteed: We respond to our clients’ issues within 60 minutes or less as part of our “Be Extraordinary” support service. We track our response time with specialized tools. We also review every ticket to ensure that this 60 minutes or less promise is kept.
✓ **Intentional On-Demand Technical Support:** When you call most providers, rarely do you get a live person on the other end. At CAPSTONE, all calls are answered by a live person within 5 minutes or less.

✓ **Network Health Guaranteed:** We are so confident in our CAPSTONE Services, systems, people and tool sets, we are willing to put a guarantee on your systems’ network health score. We guarantee your score will be 90% or higher or we will refund 1% of your entire month’s support cost.

✓ **A Proven Track Record:** Unlike others in our industry, we can prove and show you how we deliver Peace of Mind, Less Downtime, Faster Problem Resolution, Data Protection, Money Savings, Streamlined Communications, and Simplicity in IT management for you.

✓ **Guaranteed Flexibility:** Businesses change, which is why our service offerings are flexible, custom and tailored to your support needs. With CAPSTONE on your team, there is no need to worry about being locked into an old plan that doesn’t fit. Quarterly, we evaluate your service plan along with you to ensure your service plan best meets your company’s short and long term objectives. If changes are needed, no problem – no hassle – we change them to what you need.

✓ **Strategic Thinking Delivered:** We provide on demand access to CIO Level Services. Most computer service providers say they conduct quarterly business reviews and provide access to CIO level services. But can they prove and demonstrate it by showing you their process and connecting you with real clients that can substantiate their claims? No. But we can and would love to show you examples.

✓ **Backup & Recovery Delivered:** Most providers talk about how they help backup your systems but rarely do they include “recovery” as part of the equation. We do – our service includes backing up data, verifications and working with you when you need restore services whether that’s a single file, an outlook mailbox or an entire server or facilities failure.

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**A Final Word and FREE Offer…**

It’s very common for businesses to be unhappy with the quality of service and support they’re getting from their current IT company, but they tolerate it simply because they don’t know who else to call, or they’re just too darn busy to take the time to find someone else. The fastest and easiest way for us to demonstrate the value we can deliver without any risk to you is to create a free, customized IT optimization plan that will reveal what’s REALLY going on in your computer network and show you the most efficient way to get your systems working the way they’re supposed to, saving you a great deal of time,
aggravation and money. There’s no charge for this, and it only requires a 30-60 minute **Complimentary Technology Consultation**. After doing this type of thing for years, we’ve truly perfected a process for helping companies like yours to get their IT systems working the way they are supposed to.

**The best that can happen is we work together to finally take all IT complaints off your plate.**

Here’s How This Will Work:

First, you’ll fill out a quick form on our web site: [www.capstoneitinc.com/free-stuff/complimentarytechconsultation](http://www.capstoneitinc.com/free-stuff/complimentarytechconsultation). Once you complete this, Maureen from our office will call you and set up a convenient time for us to come to your office, and after that initial meeting, we’ll prepare a **customized IT Optimization Plan** that will reveal any vulnerabilities in your backups and security, as well as show you how to optimize your IT to increase everyone’s productivity in the fastest, most efficient way possible. And like I said, **there’s no charge for this**.

This opportunity is extremely limited because of the intense one-on-one time required to provide you with results. Therefore, we can’t do this for more than a handful of people, and the window of opportunity won’t be open long.

So, unless you are 100% happy with the IT support you are getting and absolutely confident that your network is secure, backed up properly and running at optimal levels, why wouldn’t you give this a try? Do it now and you’ll be glad you did:

[www.capstoneitinc.com/free-stuff/complimentarytechconsultation](http://www.capstoneitinc.com/free-stuff/complimentarytechconsultation)

To your success,

Sitima Fowler  
Co-CEO, Capstone Information Technologies