

IT BUYERS GUIDE



Provided By: CHIBITEK

Author: Erick Grau, Founder & CEO

www.chibitek.com | 888-585-6823 | hello@chibitek.com

Small Business Owner's Guide To IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Small Business

How To Sort Through The Confusion And Complexity Of IT Services Companies' Contracts, Services And Pricing To Avoid Hiring The Wrong One

READ THIS EXECUTIVE GUIDE TO DISCOVER:

- **The 3 most common ways IT services companies charge** for their services, and the pros and cons of each approach.
- **A common billing model that puts ALL THE RISK on you** when buying IT services; learn what it is and why you need to avoid agreeing to it.
- **Exclusions, hidden fees and other "gotcha" clauses** IT companies put in their contracts that you DON'T want to agree to.
- **4 ways "cheaper" IT firms hide the TRUE cost** of their services in their contracts.
- **21 critical questions to ask your IT support firm BEFORE** signing an agreement.



Never Ask An IT Services Company, “What Do You Charge For Your Services?”

Instead, Make Sure You Ask, “**What Will I Get For My Money?**” And Know What To Look For And What To Avoid

Dear Colleague,

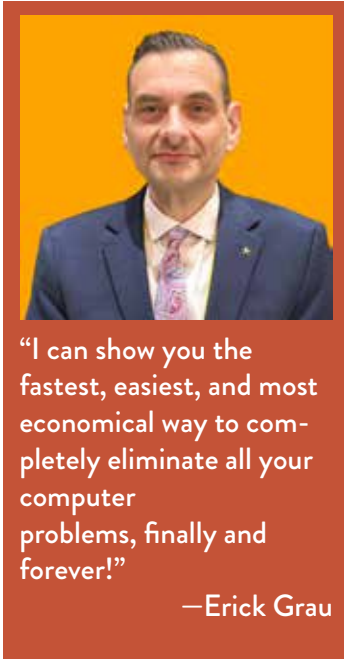
One of the most common questions we get from new prospective clients calling our office is “What do you guys charge for your services?” Since this is such a common and important question, I decided to write this report. There are 3 reasons why choosing your IT company on their fees alone – or even using that as one of the top criteria – can lead to overpaying, even if their pricing appears cheaper initially, and to extreme frustration and unappreciated risk to your organization. They are:

1. Unlike most industries, there is no such thing as “standard” pricing for IT services companies, **even though most of the services appear to be the same**. That’s why it’s impossible to compare IT providers on their fees alone. In this report I’ll explain the most common ways IT services companies package and price their services, and the pros and cons of each, so you can make an informed choice.
2. There are a few “dirty little secrets” about IT service contracts and SLAs (service level agreements) that “cheaper” IT firms use to make their fees appear less expensive, but actually end up putting you at high risk for cyber-attacks. Almost no business owner knows what to look for, what questions to ask or the true consequences to them being too cheap with backups, cyberprotections and disaster recovery, which is how the “cheaper” firms can get away with it. You **NEED** to understand this, and I’ll explain it to you.
3. I wanted to educate business owners on how to pick the right IT services company for their specific situation, budget and needs based on the **VALUE** the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the **most informed decision possible** so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Dedicated to serving you,

Erick Grau, founder & CEO of Chibitek



About The Author

Before launching Chibitek, I spent nearly a decade as Director of IT at a multi-billion-dollar hedge fund, leading teams across the United States, Europe, and Latin America. After that, I had the privilege of working at Apple, where I gained invaluable insights into technology, innovation, and user experience.

My journey, however, started in a very different place—NYC’s underground music scene in the early 1990s. I worked as a DJ and sound engineer in legendary clubs like CBGBs, The Cat Club, The Ritz, and The Limelight, mixing sound for iconic bands such as The Ramones, Fishbone, and Murphy’s Law. While my career eventually shifted toward IT and business, my passion for music never faded. I have an ongoing obsession with vinyl records, constantly expanding my collection, especially in jazz. Live music remains a huge part of my life, and I take every opportunity to discover new artists and performances.

Beyond technology and music, I’m deeply involved in my community, particularly in education. I currently serve as the Technology Director for my children’s school HSA board, ensuring technology enhances the learning experience. In 2024, I was elected to the Leonia Board of Education, where I work to support students, teachers, and families. I’m also honored to have been a co-author of *Hispanic Star Stars Rising: Volume V*, sharing my journey as a Latino entrepreneur.

Dedicated to serving you,

Erick Grau, *Founder & CEO*

Comparing Apples To Apples: The Predominant IT Services Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant pricing and service models most of these companies offer. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 predominant service models are:

Time and Materials (Hourly)

In the industry, we call this “break-fix” services. Essentially, you pay an agreed-upon hourly rate for a technician to “fix” your problem when something “breaks.” The price you pay will vary depending on the provider you choose and the complexity of the problem, but most will be in the \$150 to \$250 range. Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work ranges from simply resolving a specific problem (like fixing slow WiFi or resolving an e-mail problem) to encompassing a large project like a software upgrade, implementing cyber protections or even an office move. Some companies will offer staff augmentation and placement under this model as well.

Similar to this are value added reseller services. VARs typically do IT projects for organizations that have internal IT departments. The term “value added” reseller is based on the fact that they resell hardware (PCs, firewalls, servers, etc.) and software, along with the “value added” services of installation, setup and configuration. VARs typically service larger organizations with internal IT departments. A trend that has been gaining ground over the last decade is that fewer VARs exist, as many have moved to the managed IT services model.

Managed IT Services (MSP or “Managed Services Provider”)

This is a model where the IT services company, called an MSP, takes on the role of your fully outsourced IT “infrastructure.” That includes things such as:

- Troubleshooting IT problems.
- Setting up and supporting Macs, PCs, tablets, and workstations for new and existing employees, both on-site and remote.
- Installing and setting up applications such as Microsoft 365, Google Workspace, SharePoint, etc.
- Setting up and managing the security of your network, devices and data to protect against hackers, ransomware and viruses.
- Backing up your data and assisting in recovering it in the event of a disaster.
- Providing a help desk and support team to assist employees with IT problems.
- Setting up and supporting your phone system.

- Monitoring and maintaining the overall health, speed, performance and security of your computer network on a daily basis.

In addition to managing your IT, a good MSP will provide you with an IT Roadmap and budget for necessary projects to further secure your network and improve the stability and availability of critical applications, as well as ensure that your IT systems are compliant with various data protection laws (HIPAA, FTC Safeguards, PCI, etc.) and that your cyber protections meet the standards on any cyber insurance plan that you have. These projects are not included in the routine, day-to-day maintenance and are typically planned out in advance, based on the growth of your organization, your risk tolerance, operations, unique business model, etc.

Vendor-Supplied IT Services.

Many software companies and vendors will offer pared-down IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific software application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it's hosted on, they can't and won't help you and will often refer you to "your IT department." While it's often a good idea to buy some basic-level support package with a critical software application you use to run your business (often referred to as a "line-of-business" application), this is not sufficient to provide the full IT services, cybersecurity, backup and employee (end-user) support most businesses need.

As a small or midsize business looking to outsource your IT support, you are most likely to end up having to choose between two service models: the managed services and "break-fix" models. Therefore, let's dive into the pros and cons of these two options, and then the typical fee structure for both.



Managed IT Services Vs. Break-Fix: Which Is The Better, More Cost-Effective Option?

The advantage of break-fix services is that you only pay for IT support when you need it, without being locked into a monthly or multi-year contract. If you're not happy with the service you're getting, you can change providers easily. If you're a micro-business with only a few employees, very simple IT needs where you don't experience a lot of problems and don't host or handle sensitive data (medical records, credit cards, Social Security numbers, etc.), break-fix might be the most cost-effective option for you.

However, the downsides of break-fix services are many if you're NOT a micro-business and are attempting to grow in revenue, staff and clients, or if you handle sensitive, "protected" data. The 6 big downsides are as follows:

- X


1. Break-fix can be very expensive when you have multiple issues or a major problem (like a ransomware attack). Because you're not a managed client, the IT company resolving your problem will likely take longer to troubleshoot and fix the issue than if they were regularly maintaining your network and therefore familiar with your environment AND had systems in place to recover files or prevent problems from escalating.
- X


2. Paying hourly works entirely in your IT company's favor, not yours. Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician to work on your problem who may take two to three times as long to resolve an issue that a more senior (and more expensive) technician may have resolved in a fraction of the time because there's no incentive to fix your problems fast. In fact, they're incentivized to drag it out as long as possible, given that they're being paid by the hour.
- X

3. You are more likely to have major issues. One of the main reasons businesses choose a managed services provider is to PREVENT major issues from happening. As Benjamin Franklin famously said, "An ounce of prevention is worth a pound of cure." The smart way to avoid disasters and minimize the cost and damage is to prevent them from happening in the first place, not "hope" they won't happen.
- X

4. You can't budget for IT services and, as already explained, could end up paying more in the long run if you have to constantly call for urgent "emergency" support.



-  5. You won't be a priority for the IT company. All IT firms prioritize their contract managed clients over break-fix clients. That means you get called back last and fit in when they have availability, so you could be down for days or weeks before they can address your problem. Further, because you're not under a contract, the IT company has no incentive to keep you happy or even address the root causes of your problems, which can lead to MORE problems and MORE costs.

-  6. If no one is actively maintaining the security of your network and data, your chances of getting hacked go up exponentially. Believe me when I tell you most people grossly underestimate the costs and damage done by a ransomware attack. Your operations shut down and your client contracts, private e-mails, company financials, employee payroll and other sensitive data are in the hands of criminals who won't think twice about e-mailing your list of employees' and clients' confidential information. Thinking you're fine because "nobody wants to hack us" or "we're 100% in the cloud" is gross ignorance. If you don't have a professional IT company monitor and maintain your company's IT security, you WILL get hacked, incurring significant financial losses, not to mention reputational damage and client losses.

For all these reasons, hiring an MSP to manage your IT environment for an agreed-upon monthly budget is, by far, the most cost-effective, smartest option for most businesses with 10 or more employees, or who handle critical operations and sensitive data and are risk-averse.

What Should IT Services Cost?

Important! Please note that the following price quotes are industry averages based on a recent IT industry survey conducted by a well-known and trusted independent consulting firm, Service Leadership, that collects, analyzes and reports on the financial metrics of IT services firms from around the country.

We are providing this information to give you a general idea of what most MSPs and IT services charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or approach for your unique situation. We are simply providing this as an educational resource to help you understand the vast differences in price and value.

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between \$150 and \$250 per hour with a two-hour minimum. In some cases, they will give you a discount on their hourly rates if you purchase and pay for a block of hours in advance.

Project Fees: If you are getting an IT firm to quote you for a onetime project, the fees range widely based on the scope of work outlined and the complexity of the project. If you are hiring an IT consulting firm for a project, I suggest you demand the following:

- **A detailed scope of work that specifies what “success” is.** Make sure you document what your expectations are in performance, workflow, costs, security, access, etc. The more detailed you can be, the better. Clarifying your expectations up front will go a long way toward avoiding miscommunications and additional fees later on to give you what you REALLY wanted.
- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant’s. Be very wary of hourly estimates that allow the consulting firm to bill you for “unforeseen” circumstances. The bottom line is this: it is your IT consulting firm’s responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. A true professional knows how to take into consideration those contingencies and bill accordingly.

Managed IT Services: Most managed IT services firms will quote you a MONTHLY fee based on the number of devices, users and locations they need to maintain. According to Service Leadership, the average fee per user (employee) ranges from \$146.08 per month to \$249.73 per month – and those fees are expected to rise due to constant inflation and a tight IT talent labor market.

Obviously, as with all services, you get what you pay for. **“Operationally mature” MSPs typically charge more because they are far more disciplined and capable of delivering cybersecurity and compliance services than smaller, cheaper-priced MSPs.**

They also include CIO (chief information officer) services and dedicated account management, have better financial controls (so they aren’t running so lean that they are in danger of closing their doors) and can afford to hire and keep knowledgeable, qualified techs vs. junior engineers or cheap, outsourced labor.

To be clear, I’m not suggesting you have to pay top dollar to get competent IT services, nor does paying “a lot of money” guarantee you’ll get accurate advice and responsive, customer-centric services. But if an MSP is charging on the low end of \$146.08 per employee or less, you have to question what they are NOT providing or NOT including to make their services so cheap. Often they are simply not providing the quality of service you would expect.



4 Ways “Cheaper-Priced” IT Firms Hide The TRUE Cost Of Their Services In Their Contracts

As we said previously, no two IT services agreements are alike, and unless you are technically savvy (and most C-level executives aren't, obviously), you won't really know if what you're being quoted is insufficient, overpriced or even underquoted.

If you're not careful, the “cheapest” or less expensive IT provider can end up costing you a lot more due to carve-outs and hidden fees in their contracts that they will later nickel-and-dime you over, or quoting inadequate solutions that you'll later need to pay to upgrade.

Here are the 4 most common things “cheaper” IT companies leave out of their proposal to make themselves appear cheaper – but those companies are NOT the bargain you might think they are.

1 Grossly Inadequate Compliance And Cybersecurity Protections.

A ransomware attack is a significant and devastating event for any business; therefore, you must make sure the IT company you're talking to isn't just putting a basic (cheap) antivirus software on your network and calling it done. This is by far the one critical area most “cheaper” MSPs leave out. Antivirus is good but woefully insufficient to protect you. In fact, insurance companies are now requiring advanced cyberprotections such as employee cyber awareness training, 2FA (2-factor authentication) and what's called “advanced endpoint protection” just to get insurance coverage for cyber liability and crime insurance. We provide those standard in our offering, so not only do you greatly reduce your chances of a cyber-attack, but you also avoid being denied an important insurance claim (or denied coverage, period).

2 Inadequate Backup And Disaster Recovery Solutions.

Make sure your IT company includes daily backups of your servers and workstations, as well as CLOUD APPLICATIONS such as Microsoft 365, Google Workspace and other line-of-business applications, such as your CRM data, client data, etc. That's because online applications do NOT guarantee to back up your data (read the small print in your contract and you'll be shocked). Further, your backups must be immutable, which means they cannot be corrupted by a hacker. Many insurance companies now require immutable backups to be in place before they insure against a ransomware or similar cyber event that erases data. Be sure to ask your IT company if that's what they quoted you.



3 Carve-Outs For On-Site And After-Hours Support.

This is another area that takes many business owners by surprise: all after-hours and on-site visits might involve an extra fee. We include ALL of this in our agreements so you aren't nickel-and-dimed for every request, but you need to make sure you understand what is and isn't included in the service agreement you're signing.

4 Nonexistent Vendor Liaison And Support.

Some IT firms will charge you hourly to resolve issues with your phone system, ISP, security cameras, printers and other devices they didn't sell you but that still reside on the network (and give you technical problems). As a client of ours, you get all of that INCLUDED, without extra charges.

Buyer Beware! In order to truly compare the "cost" of one managed IT services contract to another, you need to make sure you fully understand what IS and ISN'T included in the SLA you are signing up for. It's VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

- The SLA should define the following:
- What services the MSP is providing in clear terms.
- Guaranteed response time to a problem (both minor and major outages).
- What fees are extra (like on-site fees, after-hours support, etc.).
- Contract terms and renewals.
- Cancellation terms: specifically, how do you get out of the contract if they are not delivering the services promised?
- Liability protection, both for them and you.
- Payment terms.

But the BEST way to avoid having a problem is to pick the right MSP to begin with.



The following are 21 questions to ask your IT services provider that will clarify exactly what you're getting for your money. Some of these items may not be that important to you, while others (like response time, adequate insurance and cybersecurity and compliance services) may be critical. Make sure you fully understand each of these items before making a decision about who the right provider is for you; then make sure you get this IN WRITING.

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

Customer Service

Q1

When I have an IT problem, how do I get support?

Our Answer: When a client has a problem, we ensure it's properly assigned, tracked, prioritized, documented, and resolved. However, some IT firms force you to log in to a portal to submit a request and some don't allow calls or emails. This is for their convenience, not yours. Trust me, this will become a major hassle. While a portal can be useful, it should never be your only option.

Also, ensure they have a reliable system to track client requests, not a spreadsheet!. Without one, your needs can easily get overlooked. Requesting support should be simple.

Asking for help should be EASY, forget outdated ticketing systems! At Chibitek, we primarily use Slack and Microsoft Teams for real-time communication and faster issue resolution, while still supporting email and phone for your convenience. In our experience, 95% of issues are resolved quicker via chat..

Q2

Do you offer after-hours support, and if so, what is the guaranteed response time?

Our Answer: Any reliable IT partner should respond promptly during business hours—but what about after-hours? We know business doesn't stop at 5 PM, and neither do IT emergencies. That's why we offer 24/7 after-hours support, with guaranteed response times based on your chosen support package— 2 hours or less for normal issues, and within 15 minutes for emergencies that impact your ability to work.

Q3

Do you have a written, guaranteed response time for working on resolving your problems?

Our Answer: Our guaranteed response time is 5 minutes or less via chat during business hours, 15 minutes or less for emergencies, and 2 hours or less for other critical issues. We prioritize real-time support through Slack and Microsoft Teams, seamlessly integrated with our tracking system to ensure efficient logging, monitoring, and resolution of every request. We're happy to provide reports on our average response and resolution times upon request. Be very wary of someone who doesn't have a guaranteed response time IN WRITING!

Q4

Will I be given a dedicated Q4 account manager?

Our Answer: Yes, you will have a dedicated account lead who understands your business, goals, and IT environment. Unlike traditional MSPs that assign sales-driven account managers, we believe your point of contact should be a technical expert—someone who truly understands your challenges and urgencies, not someone focused on upselling. From your first call to final resolution, you'll work with a consistent, knowledgeable team member who ensures your IT needs are met proactively.

Q5

Do you have a feedback system in place for your clients to provide “thumbs up” or “thumbs down” ratings on your service? If so, can I see those reports?

Our Answer: Yes, we have a client feedback system in place and take customer satisfaction seriously. We regularly send out surveys to both end users and Points of Contact (PoCs) to gauge our performance and ensure we're meeting expectations. We're proud of our positive client feedback scores and are happy to share them with you. To encourage valuable input, we also reward participants with gift cards as a token of appreciation for their time and insights.

IT Maintenance (Managed Services):

Q6

Do you offer true managed IT services and support?

Our Answer: Yes, we provide true managed IT services and support for both macOS and Windows environments. As a member of the Apple Consulting Network for over two decades, we have deep expertise in managing Apple and multi-platform environments.

Our proactive approach ensures your IT systems are constantly monitored and maintained. Our remote network monitoring system actively scans for developing issues, security threats, and potential disruptions—allowing us to address problems before they escalate. If an IT provider doesn't offer this level of proactive management, we strongly recommend looking elsewhere.

Q7

What is NOT included in your managed services agreement?

Our Answer: Another “gotcha” many IT companies fail to explain upfront is what's NOT included in their managed services agreement—leading to unexpected invoices. The so-called “all-you-can-eat” support is RARELY unlimited, and there are always exclusions. It's critical to know exactly what's covered and what isn't before signing.

It's common for projects—such as server upgrades, office relocations, major system migrations, and employee onboarding—to fall outside standard support. Additionally, hardware and software purchases are typically separate expenses. However, every IT provider defines what's included and what's billable differently, so it's essential that they present it in a clear and transparent way.



If the agreement is unclear or overly complex, chances are it's hiding costly surprises. A trustworthy IT provider will outline all exclusions upfront, in plain language, with no fine print gimmicks.

Here's an important question to ask: If your business suffered a ransomware attack, would the recovery costs be covered under your contract, or would you face an unexpected bill? Recovering from a cyberattack often requires hours of expert-level IT work, and those costs can add up quickly. Make sure you get a clear answer before signing—being blindsided by a massive invoice during a crisis is completely unacceptable.

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Technical Expertise And Support:

Q9

How many engineers Q9 do you have on staff?

Our Answer: Chibitek has a dedicated team of engineers to ensure seamless support, so you're never left waiting due to vacations, sick days, or emergencies. Unlike small, one-person IT firms or those that outsource critical roles, we have the staffing and expertise to provide consistent, high-quality service.

Additionally, proper documentation is key to maintaining efficiency and avoiding repetitive troubleshooting. Chibitek utilizes IT Glue and PSA-integrated documentation to log fixes, changes, credentials, and network configurations. This ensures that if one engineer is unavailable, another can step in immediately with full knowledge of your IT environment—eliminating delays, confusion, and costly mistakes.

Q10

If our company primarily uses Macs, is Mac support a core expertise of your IT firm, or is it just an add-on to a Windows-focused service?

Our Answer: Many IT providers claim they can support Macs, but in reality, Mac support is often an afterthought rather than a core competency. If your company is Mac-based, it's important to ask whether your IT provider truly specializes in Apple environments or if they primarily focus on Windows and only "also" support Macs as a secondary service. We've seen many Windows-first IT firms struggle with managing Mac environments because they assume the two systems function the same way. They don't. Apple's ecosystem requires specialized tools, dedicated Mobile Device Management (MDM) frameworks, and in-depth platform expertise. Without this knowledge, IT firms often implement Windows-based management tools that don't fully support Apple's security and functionality, leaving businesses vulnerable to inefficiencies and security risks.

Before committing to an IT provider, ask: Before signing with an IT provider, ask them:

- Do they use Apple-native MDM solutions, or are they forcing Windows tools onto Macs?
- Do they have Apple-certified engineers?
- How many of their clients are Mac-based?
- Can they provide references from Mac-heavy businesses?

If they hesitate to answer these questions, lack Apple-specific certifications, or rely on generic tools not built for macOS, it's a clear red flag. Mac support should not be an afterthought—it should be a well-developed expertise with a proven track record. Ensuring your IT provider understands Apple's technology at a deep level will save your business from frustrating compatibility issues and costly misconfigurations in the long run. If they hesitate, lack Apple-specific certifications, or rely on Windows-first tools, that's a red flag. Supporting Macs shouldn't be a sideline service—it should be a core competency with a proven track record. Make sure they can truly support your Apple environment before trusting them with your business.

Q11

Do your technicians hold up-to-date Apple-specific certifications and participate in ongoing training to stay current with Mac technologies?

Our Answer: Many IT providers claim they can support both Macs and PCs, but do their technicians actually have platform-specific certifications and ongoing training to back it up? Ask them what certifications their engineers hold and how often they receive specialized training. If they can't provide a clear answer, there's a good chance they are learning on your dime—leading to slower resolutions, misconfigurations, and unnecessary downtime.

A Windows-first IT company might be able to get a Mac connected to Wi-Fi, but do they truly understand Apple's security frameworks, MDM solutions, and best practices? Likewise, a Mac-first IT provider may struggle with the complexities of Windows security, Active Directory, and enterprise networking. Too often, businesses end up with an IT team that guesses their way through cross-platform support—costing you time, productivity, and security.

At Chibitek, we are true Apple and Windows specialists. We are Mac experts with deep expertise in Apple's ecosystem, while also holding enterprise-level Windows certifications to fully support hybrid environments. Our engineers are certified in Jamf Pro and Addigy, Apple's leading MDM solutions, and hold Apple security certifications to ensure Macs are managed correctly. We also have extensive experience in Windows enterprise environments, including Active Directory, Microsoft 365, and advanced security frameworks. Additionally, our team has expertise in networking solutions like Ubiquiti and Cisco Meraki, ensuring seamless cross-platform integration for Mac and PC users alike.

When evaluating an IT provider, ask if they have real-world experience managing Mac-heavy businesses, and request references from companies that rely on both Mac and Windows environments. If they hesitate, lack Apple-specific expertise, or primarily focus on Windows, that's a red flag. Apple devices require dedicated knowledge, not guesswork. Make sure your IT provider has the certifications, training, and hands-on experience to support both platforms without compromise.

Q12

Are you an accredited member of the Apple Consultants Network, and how does that benefit your clients?

Our Answer: When choosing an IT provider, it's critical to ensure they are fully certified in both Apple and Microsoft ecosystems. Many IT firms claim they can support Macs, but without Apple Consultants Network (ACN) accreditation, their actual expertise is questionable. Likewise, managing a Windows environment requires certified Microsoft expertise, yet many providers lack the proper training and credentials.

The Apple Consultants Network (ACN) is an exclusive group of independent IT providers that Apple has formally verified for their deep knowledge of macOS, Apple Business Manager, MDM solutions like Jamf and Addigy, and Apple security best practices. Chibitek and our previous company, ACS Tech, have been ACN members for over 25 years, demonstrating our long-standing commitment to Apple technology and continuous professional development.

At the same time, we are also a certified Microsoft Partner, ensuring that we provide enterprise-grade support for Microsoft 365, Windows device management, Active Directory, Intune, and advanced security solutions. This means we can seamlessly integrate Mac and Windows environments, optimize cross-platform workflows, and ensure security across your entire infrastructure—whether your team is all Mac, all Windows, or a mix of both. Before selecting an IT provider, ask if they are both an ACN member and a certified Microsoft Partner. If they aren't, how do they prove their expertise across both platforms? An IT provider should be certified, experienced, and capable of managing hybrid Apple-Microsoft environments without compromise. With Chibitek, you get a team that is recognized by both Apple and Microsoft, ensuring you receive expert support no matter which platform your business runs on.



IT Documentation:

Q13

Do you offer documentation of our network as part of the Q13 plan, and how does that work?

Our Answer: Yes, Chibitek provides full network documentation as part of our managed services plans, ensuring you always have a clear, up-to-date record of your IT environment. Network documentation includes detailed records of your assets, computers, devices, software, directory structure, user profiles, security configurations, backups, and more.

Unlike some IT providers that withhold documentation or charge extra for access, Chibitek ensures that you have full visibility into your IT infrastructure. We maintain this information in IT Glue, our secure documentation platform, and update it regularly—at no additional cost. This ensures that your network is always properly mapped, secured, and easily accessible when needed.

Why is this important? There are several reasons why network documentation is essential and why Chibitek provides it as part of our managed services:

First, it's about professionalism, integrity, and protecting YOU. No IT provider should ever be the sole gatekeeper of your network. At Chibitek, we ensure you have full access to your network assets, passwords, and infrastructure blueprint, so you're never locked out of your own systems. If you ever need to transition to another IT provider, you'll have everything you need to do so smoothly.

Second, proper documentation allows for faster problem resolution. Without it, engineers waste valuable time searching for account details, hardware information, and software licenses. With Chibitek, all this information is readily available, reducing downtime and ensuring swift resolutions.

Third, if disaster strikes, having a network blueprint is crucial for recovery. Whether it's a cyberattack, natural disaster, or equipment failure, our detailed documentation ensures your systems can be quickly restored to their original state.

All Chibitek clients receive comprehensive network documentation in both written and electronic form at no additional cost, with quarterly updates to ensure accuracy. We also make sure key personnel in your organization have access and know how to use it—giving you complete control over your IT environment.

Side Note: You should never allow an IT provider to control access to your network as a form of job security. If you suspect your current IT person is withholding critical information or refusing to share credentials, that's a major red flag. Chibitek believes in full transparency, and if you need help transitioning away from an uncooperative provider, we can assist with a smooth, secure handover. Your IT should work for you, not hold you hostage.

Q14

Do you meet with your clients quarterly as part of your Q14 managed services agreement?

Our Answer: Yes, Chibitek holds quarterly strategy meetings with all our clients as part of our managed services agreement. While most meetings are conducted via video calls for efficiency and convenience, we also offer in-person annual meetings upon request—and we genuinely enjoy meeting our clients face-to-face, even those located across the country.



These quarterly technology reviews provide status updates on ongoing projects, a full assessment of your network’s health and security, and proactive recommendations for upcoming upgrades or improvements. Our discussions are C-level strategy sessions, not technical deep dives, ensuring that IT planning aligns with your business goals, budget, compliance requirements, and cybersecurity best practices.

Our objective is to help you streamline operations, reduce costs, enhance efficiency, and maintain a secure, high-performing IT environment. These meetings also give you the opportunity to provide feedback, discuss upcoming initiatives, and ensure that your IT strategy continues to support your business growth.

Q15

If I need or want to cancel my service with you, how does this Q15 happen and how do you offboard us?

Our Answer: Unlike some IT providers that make cancellation difficult with hefty fees or legal threats, we offer a straightforward and transparent offboarding process.

If you decide to cancel your service, we handle the transition professionally and smoothly. Our offboarding process includes providing full documentation of your IT environment, assisting with data migration if needed, and ensuring a secure handover to your next provider. There are no surprise fees, no contention, and no roadblocks.

Cyber Security:

Q16

What cyber security certifications do you and your in-house Q16 team have?

Our Answer: Cybersecurity is not a one-time achievement—it requires continuous education and vigilance. If an IT provider lacks up-to-date training or isn’t actively investing in their team’s knowledge, that’s a major red flag.

We firmly believe that a well-trained team is your best defense against cyber threats. Some business owners hesitate to invest in employee training, fearing they might leave for another job. Our philosophy? “What if you don’t train them, and they stay?”

Our in-house engineers hold industry-leading cybersecurity certifications, including (CISSP, CISM, Security+.). These credentials demonstrate our commitment to protecting our clients with cutting-edge security expertise and ensuring their IT environments remain safe, compliant, and resilient against cyber threats.

Q17

I'm safe from virus and malware if Q17 I use a Mac, right?

Our Answer: This is one of the most persistent myths in cybersecurity. Macs can absolutely get virus and malware, and assuming otherwise leaves businesses vulnerable. Some users have chosen Macs under the false belief that they don't need antivirus protection—but as Macs become more popular in enterprise environments, cybercriminals have taken notice.

While macOS virus and malware is still a smaller percentage compared to Windows, even a small percentage of a massive number is still significant. In the past year alone, at least 10 new macOS virus malware families have been identified, along with an increase in adware and phishing delivery platforms specifically targeting Apple users.

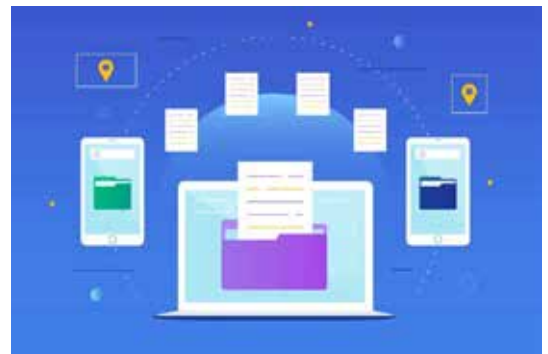
Built-in macOS security is not enough. In today's cyber threat landscape, businesses must deploy Mac-specific security software that both detects known threats and proactively monitors for malicious behaviors. If an IT provider claims that Macs don't get malware or that built-in protections are sufficient—consider that a serious red flag.

Q18

How do you lock down our employees MACs and PCs and devices to ensure they're not compromising our network?

Our Answer: As with previous questions, the details may get technical, but what matters most is that they can provide a clear and confident answer without hesitation. A knowledgeable IT provider should be able to explain their approach and highlight key aspects such as:

- **Enforced Multi-Factor Authentication (MFA/2FA):** Prevents unauthorized access even if passwords are compromised.
- **Advanced Endpoint Detection and Response (EDR):** Goes beyond traditional antivirus, using AI-driven behavior analysis to detect and stop threats in real time.
- **Device Management & Compliance Enforcement:** We utilize Apple MDM and Windows security policies to enforce encryption, restrict unauthorized apps, and control access to sensitive data.
- **DNS Filtering & Secure Web Gateways:** Blocks malicious sites, phishing attempts, and unauthorized data transfers before they even reach the user's device.



- Zero Trust Security Model: We implement a least-privilege access approach, ensuring employees can only access what they need—minimizing exposure if an account is compromised.

With Chibitek, you get all of these protections—without compromise. Cybersecurity requires a layered defense, and we implement every necessary tool to keep your network and data secure.

Q19

What cyber liability and errors and omissions insurance do you carry to protect me?

Our Answer: Many IT providers don't carry sufficient insurance to protect their clients, which could leave you exposed to significant financial and legal risks if something goes wrong. Ask any IT firm: If they cause downtime, data loss, or a security breach, who is financially responsible for your recovery? If they can't provide a clear answer or proof of coverage, that's a major red flag.

In today's highly litigious environment, it's essential to ensure that any IT provider you hire carries comprehensive insurance coverage, including errors and omissions insurance, workers' compensation, and cyber liability protection. Don't hesitate to ask for proof of coverage and request to review their policy—a reputable IT firm should have no issue providing this information.

TRUE STORY: A few years ago, an unnamed company faced multiple multimillion-dollar lawsuits due to serious misconduct by its technicians. Some employees were caught accessing, copying, and distributing personal data from customers' PCs and laptops that had been brought in for repairs. In other instances, they lost a client's laptop—along with all of its data—and attempted to cover it up. The takeaway? Always ensure that the IT firm you hire carries proper insurance and security protocols to protect you and your business from potential breaches, negligence, or data mishandling.

If an IT company hesitates or avoids answering, that should be a huge warning sign. With Chibitek, we're happy to provide our policy details upon request—because transparency and accountability are nonnegotiable.

Q20

Do you have a SOC and do you run it in-house or outsource it? If outsourced, what company do you use?

Our Answer: Not all IT providers offer true SOC (pronounced "sock" - Security Operations Center) services, and many only monitor basic uptime and patches—not actual security threats. Before choosing an IT firm, ask: Do they have a SOC? Is it in-house or outsourced? And if outsourced, who runs it? If they can't give you a clear answer, that's a major red flag—especially if your business handles sensitive data, financial records, or operates under compliance regulations like HIPAA or PCI DSS.

At Chibitek, we provide proactive security monitoring through Kaseya RocketCyber and Kaseya recently aquired award winning SaaSAlerts, trust-



ed, industry-leading SOC platforms. This ensures continuous threat detection, response, and mitigation—not just basic monitoring. Some IT firms try to pass off general network monitoring as security, but true cybersecurity requires a dedicated SOC to actively analyze threats and stop breaches before they happen. Between both teams, they have over 50+ Network engineers monitoring our client networks 24/7.

If an IT provider doesn't offer a SOC or can't explain how they handle security monitoring, that means they likely aren't taking cybersecurity seriously. With Chibitek, you get real SOC protection, transparent answers, and a team that prioritizes your security—24/7.

Backups And Disaster Recovery:

Q21

How quickly can you fully restore our Microsoft 365 or Google Workspace environment in the event of a disaster, and can you provide a clear recovery timeline?

Our Answer: Many IT providers don't include true SaaS backup solutions, assuming Microsoft 365 and Google Workspace have built-in recovery options that are "good enough." However, Microsoft and Google only offer limited retention policies, meaning deleted or compromised data could be lost forever if not backed up externally.

We prioritize the security and availability of your critical data by utilizing **Kaseya SaaS Protection for Microsoft 365 and Google Workspace** environments.



Are You Done With Frustrating IT Support And Never-Ending IT Problems?

**Give Us A Call To Get The Competent IT Support You Need And The Responsive,
Honest Service You Want**

If you want to find an IT company you can trust to do the right thing, the next step is simple: call my office at **888-585-6823** and reference this report to schedule a brief 10 to 15 minute initial phone consultation.

You can also go online and schedule the call here: www.chibitek.com.

On this call we can discuss your unique situation and any concerns you have and, of course, answer any questions you have about us. If you feel comfortable moving ahead, we'll schedule a convenient time to conduct our proprietary IT Systems And Risk Assessment.

This Assessment can be conducted with or without your current IT company or department knowing (we can give you the full details on our initial consultation call). **At the end of the Assessment, you'll know:**

- Whether or not your IT systems and data are truly secured from hackers and ransomware, and where you are partially or totally exposed.
- If your data is *actually* being backed up in a manner that would allow you to recover it quickly in the event of a data-erasing emergency or ransomware attack.
- Where you are unknowingly violating.
- How you could lower the overall costs of IT investments, improving communication, security and performance, as well as the productivity of your employees.

Fresh eyes see things that others cannot – so, at a minimum, our free Assessment is a completely risk-free way to get a credible third-party validation of the security, stability and efficiency of your IT systems. There is no cost and no obligation. We are here to earn your trust and demonstrate a far better way to get you the IT services and support you need.

Dedicated to serving you,

Erick Grau

Founder & CEO of Chibitek

erick.grau@chibitek.com



See What Other Business Owners Are Saying



Chibitek has been a game changer for our business!

Their proactive approach to managing our IT infrastructure has saved us countless hours of downtime, and their responsive support team is always there when we need them. Partnering with Chibitek as our MSP has allowed us to focus on our core business, knowing that our technology is in good hands.

—Kevin Doherty, *VP of Administration Relevate Health*



Peace of Mind Through Proactive IT Support

The most significant benefit we've experienced since partnering with Chibitek for managed IT services has been the peace of mind that comes with knowing our IT issues are completely taken care of. Chibitek team's proactive approach to problem-solving, combined with clear and consistent communication, has allowed us to focus on our core business without the worry and distraction of IT disruptions. Chibitek stands out from other IT providers we've worked with due to their deep understanding of our business. They don't just fix the immediate issue at hand; they take a proactive approach to identify and address potential problems before they impact our operations. This forward-thinking approach, coupled with their ability to develop tailored and secure solutions, has been invaluable to our business. I wouldn't hesitate to recommend Chibitek to any business considering their IT services. They have been a true partner in managing the technology side of our business. Their expertise, responsiveness, and commitment to understanding our unique needs have made them an absolute pleasure to work with.

—Jeff Faber, *CIO and CAO of Hexclad*



Chibitek: Supportive, Skilled, and True Partners

The Chibitek team always has our back, and we always feel so supported. They're great at what they do but they're also just nice, empathetic, fun human beings. They're truly not just a vendor but real partners.

—**Boramy Khloth**, *Operation manager at Sköna*



Five Years of Exceptional IT Support & Security

Cibitek excels in every way. For more than 5 years they have provided excellent support to my business. They seamlessly integrated my workplace with every innovation and are extremely knowledgeable in the latest safety/ security tools. Easy to get live support and immediate troubleshooting. I highly recommend Chibitek.

—**William Iler**, *Attorney at William C. Iler, Esq.*



Stress-Free Tech Support for Small Businesses

Chibitek has been an invaluable partner to our accounting firm, providing us with the IT support we need to run our business smoothly and efficiently. As a small business ourselves, we understand the importance of having a reliable MSP to handle our technology needs, and Chibitek has exceeded our expectations. We're proud to work with Chibitek and grateful for their partnership in helping us deliver outstanding accounting services to our clients.

—**Tracy Reinholt**, *CEO of Trace Matrix*



Seamless IT & Security for Small Businesses

Excellent company that makes running a small business with top-notch security easy! All of my IT needs have been met, their customer service is fantastic and I appreciate the peace of mind Chibitek provides.

—**Ann McBride**, *Owner of Hudson River Line Realty*



Seamless IT Solutions & Unmatched Support – Chibitek Feels Like Part of Our Team

Thanks to Chibitek, our move to a new office was seamless from an IT perspective. The team went above and beyond, delivering what we needed, when we needed it, when they said it would arrive. The result was that we were up and running immediately. Your response time is incredible – best I have ever experienced. You also take the time to educate me on the problem/situation. This helps when trying to wrap my head around an IT issue. You will come to think of Chibitek as a true partner – an extension of your team that seeks to understand, and then deliver excellence. IT issues are hard. Chibitek works toward a prompt and effective resolution better than any other IT vendor I have worked with in previous jobs. Plus – they are GREAT people!

—Christine Lewis, *Executive Administrative Assistant of Relevate Health*



Thoughtful IT Support That Goes Beyond the Basics

Erick and the team at Chibitek don't just provide reliable and secure IT services—they truly listen and show up when it matters. What sets them apart is their thoughtfulness. They go beyond standard IT management, taking the time to understand our business and uncovering ways to improve, innovate, and push what's possible. If you're looking for just another IT provider, you'll find plenty. But if you want a team that combines technical excellence with a personal touch, choose Chibitek. IT doesn't have to be a soulless commodity—it can be a partnership that adds real value.

—Anthony Rudolf, *Partner at Union Square Play & Managing Director of Stockton Inn*



Peace of Mind for My Business

As a solo entrepreneur, dealing with tech emergencies used to mean putting everything on hold and spending hours on problems I didn't fully understand. Partnering with Chibitek changed everything. Their affordable monthly plan makes top-tier tech support accessible—even for small businesses like mine. Now, I can focus on my work with confidence, knowing that any tech issue is handled swiftly and seamlessly.

—Yuko Shimizu, *Multi-Award-Winning Illustrator, Faculty, School of Visual Arts, NY*



Reliable, Personalized IT Support That Stands Out

Single best benefit is response time. I'll Slack the team and hear back in a very reasonable amount of time, sometimes 5 minutes sometime 15minute, but always within reason. If it's something considered urgent I might pick up the phone and call instead. I would say having a dedicated team member, someone I know by name on the team that I know is going to take care of my concerns. Someone who knows my systems and the history of most of the equipment. It feels like a personal, concierge-like service and in the world of very annoying Chat-bots, and that is something definitely worth paying for! I would say meet the team at Chibitek, meet Erick. They have a solid, professional, approachable vibe that's unique in the crazy-fast, ever changing IT world. I've been a client for a dozen+ years and have rarely been disappointed. My team is small-ish, but still we can still be needy. Either way I would absolutely recommend Chibitek and anyone shopping for IT support should at least give them a call, you will not be wasting your time.

—Rodney Durso, Artist and Founder of ArtBridge



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—Yuko Shimizu, Multi-Award-Winning Illustrator, Faculty, School of Visual Arts, NY



Exceptional IT Support You Can Rely On

Chibitek set up a server in my studio over five years ago, and their support has been outstanding ever since. Anytime I need help, Chibitek is available and incredibly helpful. They has been my go-to for all IT and storage needs, and I wouldn't trust anyone else. Highly recommended!

—Catalina Kulczar-Marin, Photographer & Cinematographer



For more info, Please Visit
www.chibitek.com

CHIBITEK

725 Grand Avenue, #305, Ridgefield, NJ 07657

(888) 585-6823

www.chibitek.com | hello@chibitek.com