CSU COMPUTER SERVICES UNLIMITED

17 Reasons: How we stand out from the competition!

1. All Support Calls From You are Answered LIVE by a Friendly and Helpful Member of the CSU Team.

Our goal is to answer every call with a LIVE person employed by CSU. Forget being in automated menu hell. If getting someone to fix your computer is as painful as the computer problem itself, it's a never-ending cycle of frustration.

2. We'll Fix Your Problems FAST and ACCURATELY the First Time.

We get back to you fast so you know when your problem is being worked on. And when you're dead in the water, we respond. PERIOD. Your business is your lifeline, and we are dedicated to keeping you operating and profitable.

3. We Talk in Plain English.

Our technicians will not talk down to you or make you feel stupid. Instead, we take the time to explain what's going on and provide helpful answers to ANY questions you have. We want you to understand what we are doing and what the problem is.

4. We Guarantee All Projects to be Completed On Time Within Budget.

We won't surprise you with added or hidden charges. Believe it or not, there are some incompetent or unethical technicians out there, but not us. We make no excuses. We guarantee the completion of your IT support project ON BUDGET and ON TIME!

We follow and enforce Security Best Practices for all our clients, as well as internally. Your Security is only as good as the weakest link in the chain. We educate our team and our clients on cyber security to keep networks safe.

6. A Guaranteed Accurate Invoice.

We guarantee every bill to be detailed and accurate. You pre-approve all IT management services charges and we bill you accordingly. You'll never be surprised.

7. A Proven Track Record.

We have been in business for over 30 years. We are happy to provide a list of client references.

8. Remote Support Specialists.

You don't have to wait for us to drive to your location to fix your computer problem. Many computer problems can be fixed by our technicians remotely. This means that we can get to solving your problem without having to wait in our metro area traffic to get to you!

9. A Wide Spectrum of Skills and Experience.

From quick PC fixes to total server and network engineering – we've got it. And if there's ever a problem we can't solve, we are part of an IT Business owner's network. We know who to contact to get it fixed!

10. We Genuinely Care About Each Other and Our Clients.

Anyone can fix a computer, but the experience of working with the person helping you is so important (recall the last time you went to a nice restaurant vs. McDonalds). CSU genuinely cares about every client. This drives us to provide absolute fanatical support of their systems.

11. Trained Professionals Eager to Advance Knowledge.

Each member of our staff receives ongoing training. From the latest technology advances to HIPPA compliance, we have the training needed to make sure your operation runs smoothly and efficiently. Our owners meet quarterly with other IT professionals from around the nation to ensure that we know what works and how it might apply to our clients.

12. Proactive Maintenance vs Reactive Response.

Most computer service providers only react to computer problems. They wait for you to call with a problem, then they schedule a technician to fix it. Many computer emergencies can be predicted, even prevented! We provide routine proactive maintenance measures so that potential problems are resolved before they become a crisis.

13. Around the Clock Care! Our Monitoring Service Never Sleeps.

We provide 24/7 service for all of our clients. Not all business are open around the clock, but that doesn't mean something won't happen when you are not there. Our monitoring service ensures that your computers are up and running when you need them. If your server experiences a glitch, our technicians are notified via email and are able to respond to the problem immediately.

14. We LOVE Documentation.

Proper documentation of your network is critical for fast resolution of problems and to get projects done right the first time. It's not even a question for us: all requests are documented, resolution is documented, and diagrams of your network are created.

15. We Help Solve Your Business Problems.

We sit on the same side of the table as YOU to provide business solutions to business problems. We don't try to sell you the latest techno gizmo – instead – we listen to your business problem and offer strategies to resolve the ROOT of your problem and work to achieve your objectives.

16. We Stand Behind All of Our Work with a, "Thrilled Today Or You Don't Pay Guarantee."

If you are ever dissatisfied with a service we provide, call and let us know. We will work with you to correct or repeat the service at no additional charge. If this still does not resolve the issue, we will refund 100% of the money you've paid us. All we ask is that you notify us within 72 hours of the unsatisfactory service and before another service begins.

17. A Clear and Certain Outcome – No Unwanted Surprises.

You should EXPECT that no damage will be done to your computer network or your data. Before we start working on your computer or network, we will evaluate your problem and alert you to any potential risks involved in performing the work.