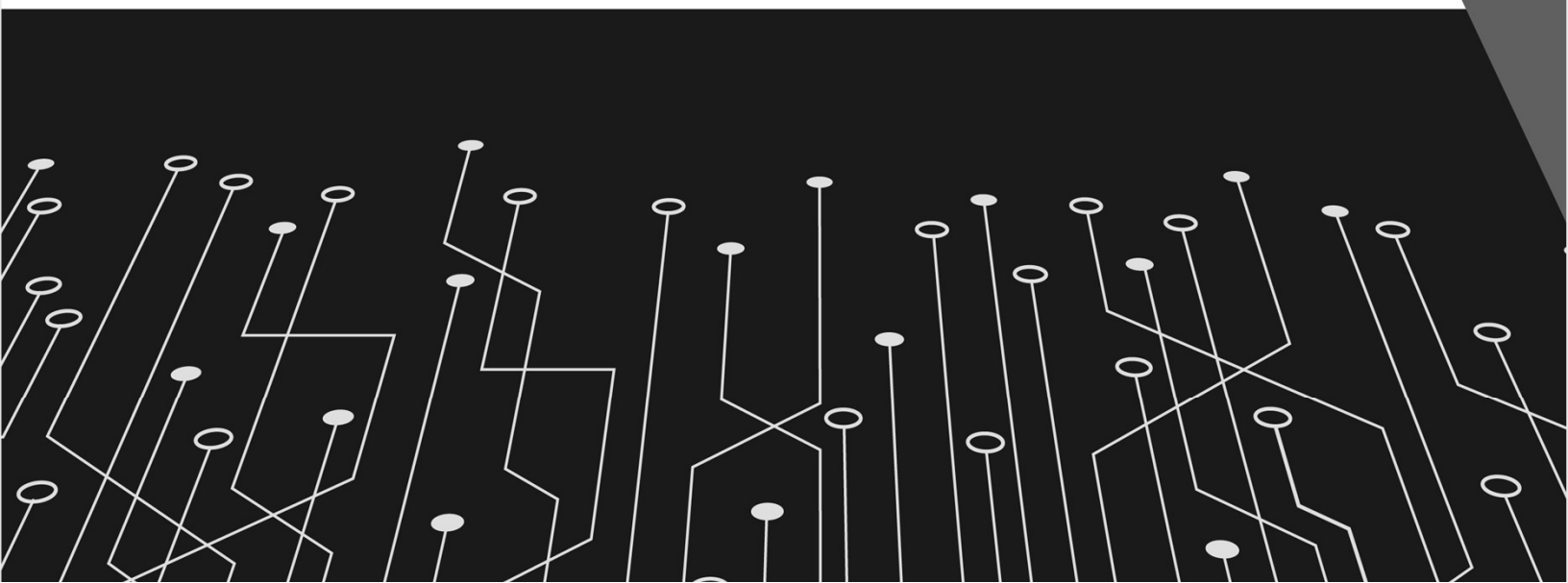


21

Critical I.T. Security Questions



A Free Education Guide By:

Action DataTel

<https://www.actiondatatel.com>

541-494-2099

What Every Business Owner Must Know About Hiring an Honest, Competent, Responsive and Fairly Priced Computer and I.T. Consultant

**Don't Trust Your Company's Critical Data
and Operations to Just Anyone!**

This Business Advisory Guide Will Arm You With
21 Critical Questions You Should Ask Any I.T. Consultant
Or Company Before Giving Them Access To Your I.T. Systems

Read this guide and you'll discover:

- ✓ The “dirty little secret” of the computer repair industry that most people don't know and will never be told by their I.T. guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- ✓ 21 revealing questions that will help you *instantly* spot an unethical or grossly incompetent cyber security/I.T. support technician.
- ✓ 4 costly misconceptions most business owners have about computer maintenance and repair- one of which you will need to know about BEFORE you pick up the phone.
- ✓ Viruses, worms, spyware and hackers: what you need to know to protect yourself.
- ✓ 5 mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” I.T. consulting businesses aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm

From the Desk of: **Eric Engebretson**
Partner, Action DataTel

Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about inadequate computer repair "gurus" bungling jobs and causing MORE problems because of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues, you will get a veritable "laundry list" of unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of unqualified or unethical businesses that will try to take advantage of trusting business owners who simply do not have the ability to determine whether the technician knows what they are doing or not. Sometimes this is out of monetary greed. More often it's simply because they don't have the skills and competency to do the job right but won't tell you that up front. From misleading information and unqualified technicians to poor management and terrible customer service, we've seen it all...and we know they exist in abundance because we have had several customers come to us to clean up the disasters they have caused.



Buyer Beware: The I.T. and Computer Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries, which means ANYONE can claim they are a "computer repair expert," or "cyber security specialist." In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make sleazy auto repair shops look like a pinnacle of virtue and competence.

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc., are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – which is why it's so important for you to arm yourself with the information contained in this report.

Anyone who can hang out a door sign can promote themselves as a computer expert. Even if they are honestly trying to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files, patient PHI, and more. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer consulting and support industry, and to give YOU useful information to help you guard against the lack of ethics or incompetence of some companies and technicians.

Always acting in your best interest,

Eric Engebretson, Partner

About Us



Action DataTel was founded with the premise that we always work in YOUR best interest and ensure that your technology needs are not only met, but that we exceed expectations. We are big believers in “under promising and over delivering.”

As small business owners ourselves, we empathize with the fact that keeping up with the constant changes in I.T. and Cyber Security can detract attention from managing your own day-to-day business operations. We are focused on managing technology, increasing Cyber Security and keeping your business data safe, so you can spend your time and energy doing what you love. Our founders have over 20 years of experience in the I.T. industry and hold backgrounds in I.T. Cyber Security, Military Communications, and Business. They share a love of aviation and are licensed private pilots.



Your passion is your practice or business; our passion is making technology work for you!

In 2007, Eric & Jami formed Action DataTel. Their business model was quite simple – your computer broke, Eric fixed it. Business technology needs were much simpler then. There were few sophisticated smart phones and tablets to force the demand for instant information, and almost no one had heard of Cyber Security or Ransomware.

Time and technology have advanced to a point where the I.T. provider is more than just a technician fixing a broken hard drive – they are a critical member of the client’s team. Action DataTel has seen a complete evolution of their technology offerings from break/fix to proactive solutions that monitor and maintain a client’s network for Cyber Attacks and mitigating downtime should a disaster strike.

This colossal shift revealed a need to change direction, providing turnkey I.T. Services with a laser focus on Cyber Security. Action DataTel has grown to be the ‘go-to’ company for compliance laden, security-regulated businesses. A full suite of I.T. Services and Risk Management tools protect your valuable business data, while we hold true to our mission of partnering with Oregon’s small business community to promote growth and prosperity.

Simply put - Cyber Vigilance, perfected for Small Business!

Our approach creates tailored security focused I.T. solutions that dovetail with your office’s current operational workflows. We mesh this with your overall business processes and goals. In essence, implementing proactive solutions to enhance and improve your workflow processes.

21 Questions You Should Ask Your I.T. Services Company Or Consultant **Before** Hiring Them For I.T. Support

Customer Service:

Q1

Do they answer their phones live or do you always have to leave a voice mail 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, including on weekends. Why? Because we understand that emergencies aren't polite - they don't happen during convenient business hours, but often take place overnight and on the weekends.



Q2

Do they have a written, guaranteed response time to your calls?

Our Answer: We guarantee to have a technician working on a problem within 60 minutes of your call. This is written into every service agreement we give to our clients because it's standard procedure.



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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: Everyone on our team is highly trained. We make sure that current and potential clients have received clear and concise information and have all their questions answered in terms that they understand before we move forward with anything. We never belittle or mock our clients and we believe there is no such thing as a stupid question.

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: Our Technicians are highly motivated learners, researchers and testers; they are always on the lookout for the latest technology and how we can seamlessly incorporate it into practical applications that integrate into your office technology and improve workflow. We have seen it happen many times: premature implementation of new "tech toys" around the office, or new programs that haven't thoroughly been tested can slow down or even cripple daily operations. Brand new technology and software applications frequently have hiccups that need to be worked out even after being released. These hiccups can mean down time - so we use the highest discretion when implementing new technology to limit the amount of downtime in your office. We believe in always working in your best interest.

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Q5

Do they provide detailed invoices that clearly explain what you're 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 you LIKE them and their techs?

Our Answer: This may seem like a silly question- but life is too short to work with people you don't like! When you're working closely, especially on something as serious as your cyber security, your business, or your livelihood - you DON'T want to dread calling your I.T. folks!



We can't guarantee that you'll like us - but we can tell you that we strive to be customer oriented in every step of the process. We won't talk down to you, make you feel stupid, or leave you feeling frustrated. In fact, our techs do their best to ease your worries, and often times leave our clients chuckling at the end of their interactions. We only employ people we feel will suit the needs of our customers and embrace our values and mission.

Q7

Do they guarantee complete projects on time and on budget?

Our Answer: All projects are 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 on completing a project.

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Network Maintenance

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, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q9

Do they provide you with a regular report that shows all the updates, security patches and the 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.

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Q11

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

Our Answer: Yes; and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

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: Our "all-inclusive" support plan is just that – all-inclusive. 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 – HOWEVER, make sure you REALLY understand what is and isn't included.

Some things to consider are:

- 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?
- Are they scanning the Dark Web to proactively protect your credentials?

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 backups?

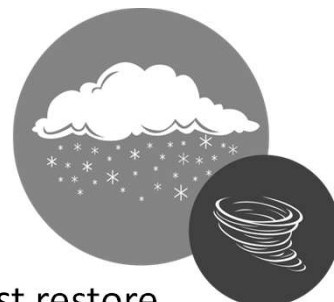
Our Answer: We do not allow our clients to use tape backups because they are incredibly unreliable. Instead, we use a hybrid approach to backups – ‘3-2-1 Backup’. This backup approach ensures 3 copies of your data - 2 on-site and 1 off-site. Data backups are encrypted and server backups tested weekly for peace of mind. Remember, backups are completely useless UNLESS they are regularly verified and tested. We make sure all our clients have the latest cloud-based Backup and Disaster Recovery Solutions to protect their data. Ask your current service provider about “immutable backups” as a strategy to preventing ransomware.



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 perform a weekly “fire drill” and perform a test restore from backup for our clients to make sure their 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?

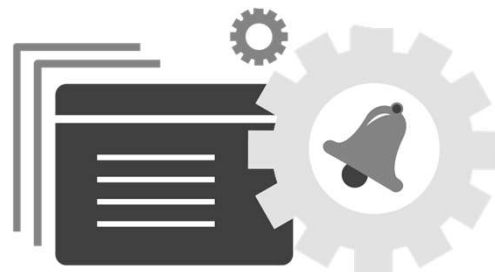
Our Answer: We do - and that’s simply as a precaution in case a hardware failure or software glitch causes a major problem.

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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 one that enables 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 US-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's important for keeping your data secure.

Q18

Do their technicians maintain current vendor training and participate in ongoing training – or are they learning on your dime?

Our Answer: Our technicians are required to keep the most up-to-date vendor training on all the software we support. They are also constantly learning and improving their knowledge base as the industry is ever-growing and ever-changing. Plus, our hiring process is so stringent, 99% of the technicians who apply don't make it through (guess who's hiring them?).

Q19

Do their technicians arrive on time and dress professionally?



Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, show up on time, and if they cannot (for some odd, unforeseen reason), we always notify the client immediately. We believe these are minimum 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 line-of-business software applications for our clients. That doesn't mean we can fix faulty software – but 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. When it comes to Dental Practice Management Software, we are the local experts with Dental / Medical I.T. device integration such as Xray, Intraoral Cameras and 3D Imaging.

Q21

When something goes wrong with your Internet service, phone systems, printers or other I.T. 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.

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Do they have expertise in helping clients similar to you?



This headline is certainly a cause for panic - however, I read this headline [in the ADA News] and I didn't give it another thought. I have peace of mind because I know I am already protected to the highest level thanks to Action DataTel.

Not only do they keep my computers and equipment functioning correctly, but all digital information is frequently backed up and stored off site. This protects my office in case of a ransomware attack or a natural disaster such as fire or flood.

I sleep soundly at night - thanks to Action DataTel, I have Peace of Mind!!

– Dr. James Catt, DMD, PC



ADT has provided service and education that far surpasses any other I.T. firm I have ever worked with. Their responsiveness is unparalleled. Whether it's dealing with major issues like malfunctioning software or hardware, security concerns, or printer problems, ADT always responds within minutes and resolves the issue within a few hours at most..

They stay ahead of our ever-changing industry needs, ensuring our practices remain efficient and productive. The biggest benefit, however, is the top-notch security ADT provides. I trust Eric and his team completely to protect our patients' privacy and handle any security questions or concerns promptly.

Having ADT as part of our team not only gives me peace of mind but also significantly reduces my daily stress. Knowing they are just a phone call away is a tremendous relief.

–Nicole, Office Manager



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The 4 Most Costly Misconceptions About I.T. Services



Misconception #1: My computer network doesn't need regular monitoring and maintenance.



This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to have never encountered a major disaster; but that's similar to someone thinking they don't need to wear a vehicle seat belt because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay active, running fast and problem-free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test data restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Your computer network is like a car: if you don't change the oil, replace 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 the basic maintenance – and a car is far simpler than a computer network!

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If your I.T. support tech does not insist on some type of regular, automated monitoring or maintenance of your network, especially for cyber protections, then DO NOT HIRE THEM.

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. Either 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 toward preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

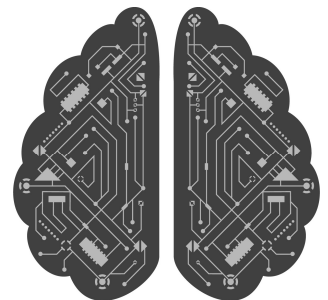
Either reason is a good one to get as far away from that person as possible!



Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.



Many people look for a part-time "guru" for one reason: to save a few bucks. But this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or 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 – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone based on price alone.

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Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.



As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, OR they allow interns to support your network because they don't have to pay them at all – but what you don't realize is that an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which means you're paying them to fix the **WRONG** thing and they **STILL** won't resolve your problem. **Case in point:** A few years ago, a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC, but simply disconnected a cable in the back (a fix that the **AVERAGE** computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to over \$275 to fix it!
2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you are paying for those extra hours.
3. They could do **MORE** damage, costing you more money and downtime

With your client data, accounting records, e-mail and other critical data at stake, do you **REALLY** want the lowest-priced shop working on your machine?

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, but we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates **ONE TIME** than make excuses for **POOR SERVICE** forever. That said, we're not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been able to stay in the I.T. business for over 18 years and have many customers who've been with us that entire time.

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Misconception #4: An honest I.T. services company should be able to give you a quote over the phone.



I wish this were true, but it isn't. Just like a good doctor, an honest and professional technician will need to diagnose your network before they can quote any price over the phone; consider the example above where all that was needed was to plug in a simple cable. If someone brought that to us, we would just plug it back in and not charge them; but without SEEING the machine, we could have never diagnosed that over the phone..

Also, some consultants will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by taking 3 times as long, selling you add-ons and up-sells, etc. And finally, reputable firms don't charge by the hour anyway – they give you a fixed, flat rate.

Here's why...

One of the easiest ways to take advantage of a customer is to get them to agree to a time and materials repair. Unless you know what's wrong and how long it should take, they can drag their feet and keep charging you hourly. And what are you going to do when they get 5-6 hours into a repair or project and then spring on you the news that it will take even longer than they anticipated to fix, costing you MORE money?

Always, always, always make sure you get a written flat-rate, fixed-fee quote in advance, so you don't end up getting burned – and NEVER take a phone quote!

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5 More Mistakes to Avoid When Choosing a Computer Consultant

1

Choosing a computer consultant based on a single phone call.

We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.



2

Choosing a computer consultant who doesn't have a written money-back guarantee.

In our view, a good consulting firm should be accountable for their services and for fixing things RIGHT. If you aren't pleased with a job that was done, they should (at a minimum) make it right for free; and if they simply cannot resolve an issue to YOUR satisfaction, you shouldn't get stuck with the bill.

Plus, the fact that they stand behind their work with a money-back guarantee shows they have confidence in themselves to make you a happy client. And don't fall for the "We don't offer one because people will take advantage of us" routine. In our experience, MOST people just want an honest service at a reasonable price. If you give them that, they are happy to pay. Are there a few unethical folks out there? Of course, but they are the minority, and we would rather bite the bullet on the very few dishonest folks so we can gain the trust and confidence of most clients, who just want their problems fixed fast and fixed right

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3

Choosing a computer consultant without speaking to several of their current clients

Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 2 or 3 clients that are similar to you in size and scope. If they hesitate or cannot provide you with references, don't trust them!

Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

**4**

Choosing a computer consultant who cannot remotely monitor, update and support your network.

In this day and age, a computer consultant who doesn't offer remote support is living in the Stone Age. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come on-site; but remote monitoring and repairs makes fixing problems FASTER for YOU and helps AVOID problems from cropping up in the first place.

5

Choosing a computer consultant who isn't trained or experienced in Medical or Dental I.T. services or Cyber Security.

With ransomware and email phishing attacks on the rise, all modern I.T. Companies should be focused on keeping YOUR client and patient data safe. You need a team who is always looking to protect you from hackers and others who would compromise your business data.



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A Final Word

I hope you have found this guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by one of the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE Cyber Security Risk Review. This is, of course, provided for free, with no obligations and no expectations on our part. I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way.



FREE Cyber Security Risk Review And I.T. Systems Checkup.

*This is **completely free**, and with no expectations for you to hire us unless you feel that is the right thing for you to do.*

So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free “get to know us” offer to people we haven’t had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously we can’t help everyone, and our services might not be a good fit for you. Conducting this assessment enables us to do a small project for you to help you evaluate whether or not we’re the right company for you without risking your money.

Here’s how this works...

We’ll meet by phone (or Zoom) to have a brief conversation about your current situation; what you are frustrated by, looking for in an I.T. company and any concerns and questions you have. We’ll ask you a few questions that you should easily be able to answer. Depending on what we discover, we can move to the next step, which is to conduct a quick, non-invasive, CONFIDENTIAL investigation of your computer network, backups and security protocols.

We will:

- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for hidden spyware, malware and viruses that MOST antivirus tools and software can’t detect or won’t remove.
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings.
- ✓ Check the integrity of your server and workstation hardware.
(Side note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?)
- ✓ Audit your virus protection updates and security.
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.



To Request Your FREE Review,
please visit www.actiondatatel.com/cyber-security-review/
or call our office at 541-494-2099.

Why Should You Care About This?

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

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance and security. Ignore them and your system will get progressively slower, more unstable and susceptible to viruses, spyware and hackers.

Many businesses THINK their data is backed up. The reality is that data backups fail and backup drives fill up – often with no alert to the business owner! If you're not testing your data backup, it's worthless. You don't want to find out that your backup was not working the day after your server hard drive fails.

Your current I.T. company or team DOES NOT NEED TO KNOW we are conducting this review, or we can involve them. (The choice is yours, but we recommend NOT letting them know this inspection is happening so we can get a truer read of how secure you are. After all, the cybercriminals won't tip you off that they're about to hack you.)

Your time investment is minimal: **10 minutes** for the initial phone consultation and **about an hour** for the actual assessment to take place.

When done, we'll provide you with a **"Report Of Findings"** and Network Health Score that will show you where you are vulnerable to cyber-attacks, problem devices, backup issues, etc. We'll also provide you with an Action Plan, for free, on how to resolve any less than favorable situation or problem we discover – and if you choose, we can assist you in its implementation.

After doing I.T. for 25 years, I can practically guarantee I will find significant and preventable security loopholes in your network and problems with your backups. Like Sherlock Holmes, we never fail. If nothing else, our Risk Review is an easy and free way to get a valid third party to verify your security and give you peace of mind.

Dedicated to your peace of mind,

Eric Engebretson

Action DataTel

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Read On To Hear What Our Clients Have To Say:



We've been using Action DataTel's phone system and I.T. services for nearly five years, and the experience has been nothing short of excellent. The call quality is **consistently clear and reliable**, and we've had virtually no issues with the phone system since day one. On the rare occasion that something does come up—whether it's I.T.- or phone-related—their team **responds quickly and resolves the issue right away**.

What truly sets them apart is their **customer service**. As a local business, they understand the value of personalized support. Over the years, we've interacted with nearly every member of their team, and every single person has been helpful, knowledgeable, and responsive.

It's rare to find a company that delivers both exceptional technology and a genuinely caring support team. We're grateful for their partnership and highly recommend them to anyone looking for **reliable I.T. and phone solutions**.

— Crystal Parillo, Mint Dental



Action DataTel consistently goes above and beyond in every aspect of their work. We truly value their dedication to the work they do. Their support has been invaluable to our operations— we couldn't run our office without them.

—Kelly Moldonado, Foothills Endodontics

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Our company has found the services provided by Action DataTel to be well suited to our needs as a small business. When we have issues, we can easily contact Action DataTel, and they have been reliable in offering a fast and permanent solution. Overall, we are very pleased with our relationship with Action DataTel and look forward to many more years of partnership with them.

-Rachel, National Heating and Air Conditioning



I've been with Southern Oregon Endodontics for years. When Dr Rasmussen purchased the practice, we changed Practice Management Software. The team at Action DataTel helped make that transition smooth and seamless.

We have been partnered with Action DataTel for many years, and they have never let us down. **The security is top-notch**, and they are always available to help.

From minor scanning issues to complex multi-format software and imaging support, they are experts in finding solutions instead of problems. Eric, the owner, is a **professional and friendly** person. When stressful situations arise, we really appreciate his good sense of humor.

We know we aren't just another number to Action DataTel. We belong to a partnership and are treated with respect and kindness.

– Kristi Reher, Southern Oregon Endodontics

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The biggest benefit to our team since joining with Action DataTel has been **Peace of Mind**. It's great to have a local I.T. partner, as my previous I.T. support was out of state. When the Action DataTel team first evaluated our network and equipment, we found some equipment replacements were needed, but several were not required immediately. I really appreciate their **honesty** in doing what needs to be done but not selling us services or equipment upgrades that are unnecessary to our daily business functions.

If I have a problem or an I.T. concern, they are quick to respond and resolve my issue.

You will not be disappointed in partnering with the team at Action DataTel. They are interested in your success as a business. Action DataTel is a true business partner.

– Dr. David Allen, DDS



Partnering with Action DataTel has enhanced the scope of our practice. Their **dedication, consistency and reliability** have provided us with invaluable peace of mind, and allowed us to focus on what we do best—dentistry. We're able to provide more streamlined care for our patients now that we no longer need to worry about I.T. issues or technological disruptions. We know that **our systems are in expert hands**.

– Dr. Steve Nelson, DDS

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