The **Ultimate Guide** To Choosing The **RIGHT** VoIP Phone System For Your Small **Business** Or Multi-Location **Office**

Not All VoIP Systems Are Created Equal!
Read This Guide To Discover How To Avoid Making
A Frustrating, Expensive Mistake
When Choosing A VoIP Phone System

REMOTE TECHS

Mike Mavilia
CEO of Remote Techs, Inc.

Choosing the wrong VoIP Phone System for your business can cost you hundreds of dollars for a solution that doesn't work right. It could end up costing you in downtime and missed client/prospect calls, not to mention the headaches and frustration of the WRONG system!

Read this guide and you'll discover:

- ✔ What VoIP is, how it works and why the phone company may force you to switch to a VoIP phone within the next 3 to 4 years.
- ✔ 4 different ways to implement VoIP and why you should never use 1 of them for a <u>business</u> phone system.
- ✔ Hidden costs with certain VoIP systems that can negate any cost savings you might gain on your phone bill.
- ✔ 7 revealing questions to ask any VoIP salesperson to cut through the hype, half-truths and "little white lies" they'll tell you to make the sale.
- ✔ The ONLY way to know for sure if VoIP will work in your environment and in your business.

Why We Created This Report And Who Should Read It

From The Desk of:
Michael Mavilia | CEO of Remote Techs, Inc.

Dear Fellow CEO

If you're looking to purchase a new phone system, you're about to make a very important decision that, if mishandled, may not only cause you to waste a lot of time and money, but also can frustrate your clients, new potential clients and employees with dropped calls, poor sound quality and a host of other communication problems.

If you've just started shopping around, I'm sure you were met with conflicting advice, confusing "geek speak" and no real answers to your questions and concerns about sound quality, cost savings and whether or not VoIP will work with your current network and Internet connection.

That's why we wrote this report. We wanted to offer you a simple, straightforward guide that not only answers your questions in plain English, but also provides vital experience-based information on choosing a VoIP system that most phone system sales guys don't know (or may not tell you). After all, selecting something as critical as your company's phone system is a decision you do not want to make lightly.

10312 Norris Ave | Pacoima, CA 91331
626-765-3803 | www.remotetechs.com

My name is Michael Mavilia. My organization has engineered and deployed dozens of on premise and Cloud-based VoIP solutions for our happy clients. We NEVER deploy a solution until we KNOW it will work and fit the business' need. We are ALWAYS up front about all costs. We do business with others the way we'd want people to do business with us: honestly, ethically, and like a true partner.

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 <u>contained in this report</u>**.

If you don't find the answer to a question you have in this report, we are always available to answer a quick question or to provide a second opinion. Please contact my office direct if we can clarify any points made in this report or answer any questions you have.

Dedicated to serving you,

Michael Mavilia

Good News And Bad News: You Have A Lot Of Options!

Thanks to voice over Internet protocol (VoIP) and ever-improving cloud technologies, the options available to you as a small (or big!) business are plentiful, with more features at a lower cost than were available the last time you went shopping for a phone system.

However, with all the options and dozens of vendors, separating the good from the bad and navigating the marketing hype can be difficult. Not only are some VoIP systems a complete waste of money for a business environment, but fees can be "hidden," so what appears to be a big cost-saving decision (initially) can end up costing you more in the long run once you've calculated in ALL costs over a 1- to 3-year period.

Additionally, if not designed, implemented and supported properly, VoIP phone systems can be extremely problematic and can be MORE expensive than a traditional phone system, depending on your specific situation:

> **Buyer Beware!** Saving money on your <u>phone bill</u> should NOT be your only criteria when considering a VoIP phone system for 2 important reasons. First, dropped calls and poor sound quality will frustrate you and cause prospects to hang up and call your competition – so you might save some money on your phone bill, but you LOSE customers and sales. Definitely NOT a good trade-off. Second, make sure you look at the TOTAL COST OF OWNERSHIP (TCO), not just the savings on your phone bill, which is what almost every VoIP salesperson focuses on. While it's not the norm, there are certain cases where VoIP may actually cost you MORE than a traditional phone system because of the features and costs your VoIP vendor adds on, negating any savings on your phone bill.

What Is VoIP?

In the simplest terms, VoIP (or voice over Internet protocol) is a way for phone conversations to be transmitted over the Internet instead of using traditional phone lines that have been used for the last several decades.

Without a doubt, all phone communications will be transmitted this way in the very near future and, like it or not, you will eventually be using a VoIP phone system. Here's why…

Do you remember Hurricane Sandy? One of the hardest-hit areas was Mantoloking, an island off the coast of New Jersey. The storm destroyed the city's copper telephone network that had kept it connected to the rest of the world for over a century.

But instead of replacing it, one of the companies that provides telephone service to the area, Verizon, chose NOT to rebuild the island's copper network and replaced it with their wireless service, Voice Link. This kicked off a number of complaints from residents who wanted their old landline phone back, but it was not a battle they could win. This is only one example of similar situations happening all over America. Phone

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providers are opting to retire traditional phone lines, or the PSTN (Public Switched Telephone Network), instead of repairing them when they fail. In their place, they are installing fiber optic cables that carry VoIP, offering wireless services or a combination of the two.

In fact, the traditional landline is not expected to last the decade in a country where 40% of households use *only* wireless phones, and less than 10% have ONLY a landline. Fact is, more and more people are opting to use their cell phone as their home phone, and businesses are steadily replacing traditional phone systems for VoIP. Therefore, the phone providers do not want to continue to incur the heavy costs of replacing, repairing and updating the old phone lines since they are getting fewer customers using them every day.

For quite some time, AT&T was petitioning the FCC to retire the PSTN, calling it a "death spiral" because of the exorbitant costs of maintaining it, and citing how fewer people are using it every year. Last year, the FCC approved AT&T's petition to move forward on the transition, and AT&T plans to have the PSTN retired by 2020. So, even if you are determined not to make a switch, you may be <u>forced to change</u> sometime within the next 3 to 4 years.

The 3 Main Options You Have For Your Business Phone And The (Honest) Pros And Cons Of Each

So let's start by outlining the types of phone system options below, who they are most appropriate for and the pros and cons of each.

1. ### Virtual Phone Service

    This is a good option for start-ups or small home-based businesses that don't have a traditional office, with a handful of employees who are out in the field or who work from home. A virtual phone system is like a hosted web site. Instead of buying actual phones and phone lines, you purchase a service that will give you a local or toll-free number to provide clients or to post on your web site, business card and marketing collateral. When someone calls, that call will be routed to a designated cell phone (yours or other employees') or a home phone. Some services will even answer the phone for you like Call Ruby. This keeps your personal cell phone or home phone number private, and gives you the ability to route calls based on the time of day, call purpose, etc. You can also set up the system to call through a list of numbers until someone answers live. Some of the companies providing this type of service include Grasshopper, RingCentral and 8x8.

    The PROS: As with most phone services, the costs will depend on the number of extensions and minutes used, but you save money by not having to buy phones; calls are routed to your cell phone or home phone. You can also get the same features of many big phone systems, such as multiple extensions, call forwarding, local and toll-free numbers, voice mail, read your voice mail messages, name directories, music on hold, fax on demand and call screening. Also, if you move locations, you don't have to pay to move the physical phone system equipment.

    The CONS: The biggest disadvantage is lack of control and a lag time when calls are transferred to you – **which is not something you want to overlook**. If you have potential buyers calling to do business with you, that lag time to answer and poor sound quality will cost you sales when people hang up out of frustration (or thinking nobody is answering) and give new potential prospects a poor image of your

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organization. Further, some providers will require you to sign a lengthy contract; while some will waive this requirement, you will get better pricing by signing a longer-term contract. Also, the cost savings over time may not be as significant as they are in the short term. This option is best suited for a start-up or home-based business.

2. Traditional Phone System

This is the phone system you most likely have in your office now, or at least have had at one point in your business. Although this is still the most reliable phone system, delivering the highest call quality, thousands of businesses are replacing their traditional phone systems for the cost savings of VoIP (Voice Over Internet Protocol) phone systems, since the features, call clarity and reliability of VoIP systems has improved dramatically in recent years and will continue to improve.

The PROS: If voice clarity and phone line dependability are paramount to your business, then a traditional phone system are still the best choice. Further, a phone line is not powered the same way electricity is, so if the power goes off or is interrupted, your phone will still work, making this a better option for areas that are prone to outages or companies where working phone lines are critical to their business.

The CONS: The biggest downside is the cost. Traditional phone systems are the most expensive to install and support. While the cost of landline services has dropped over the last decade, they often can't beat the cost savings offered by a VoIP system. Second, you may be FORCED to switch to VoIP based on the clear movement toward retiring traditional copper phone lines, as discussed previously in this report; so you want to give serious consideration to whether or not you want to invest in a more traditional phone system at this time.

3. VoIP (Voice Over Internet Protocol)

VoIP works by converting audio signals (your conversation) into digital data that travels over broadband Internet via fiber optic lines, DSL or cable INSTEAD of over traditional phone lines. VoIP phones are plugged into an Ethernet cable and then into your computer, firewall or Internet connection. Without a doubt, VoIP will, at some point, completely eliminate the need for landline phones.

The PROS: One of the biggest benefits to VoIP is cost savings; in fact, our typical client saves between 10% and 50% on their phone bill. And if you have multiple offices, make a lot of international calls and have a heavy call center, the savings can be staggering. Some of our clients have seen a $3,000 to $10,000 per year savings just by switching to VoIP – and that money goes directly to the bottom line. VoIP also offers all the same features you can get with a landline PLUS many advanced features you cannot get with a traditional landline phone such as the ability to listen to voice-mail messages and place or receive a call from your laptop, PC or tablet and the ability to do video conferencing.

The CONS: As you may already know or have heard, it's common to experience dropped calls, connectivity issues, crackling, echoes and interruptions (like hearing every other word of a conversation) when on a VoIP line. However, this does NOT have to be the case and largely depends on what VoIP option you are using. In the next section, we'll talk about the 4 types of VoIP systems

available, and how choosing the right VoIP system can deliver the same (or better) high-definition sound quality and dependability as a landline.

The 4 Types of VoIP Options Available Today, And Why Should AVOID 1 Of Them At All Costs!

There are 4 different methods for getting calls routed over the Internet (VoIP) – **but only ONE will deliver the voice quality and reliability you want for your business.**

> **Buyer Tip:**   Be Sure To Select A Business-Grade VoIP System!
> While this may seem obvious, when selecting a VoIP system for your company, be sure you select a business-grade system. I'm sure you've heard of Vonage and magicJack. While they are perfectly good VoIP systems for <u>home</u> use, they are consumer-grade and cannot handle the demands or call volume that a business has. Choose those for your <u>business</u> and you WILL be frustrated and plagued with problems.

SIP Trunks On Traditional Phone System

SIP trunking phone lines – which are Internet-delivered telephone lines – are an alternative to the traditional copper phone lines you have used for years. These are sold by almost every Internet provider, such as Comcast, Earthlink, or Windstream, and work with your existing desk phones. The main reason for choosing this option is purely to save money; however, MANY businesses who have chosen this route come to us to replace it due to the wide number of problems this option presents.

For starters, you're still stuck with your old, outdated phone system and you don't gain any of the additional features that a VoIP system can offer, such as forwarding to mobile numbers, advanced auto attendant features, the ability to take and receive calls from any phone or cell phone, video conferencing, unlimited voice mail and much, much more. You're also stuck with a system that won't scale up if you need to add more employees, locations and phone lines.

But the biggest and most likely problem you'll have with this option is call quality.

> **What Does PBX Stand For And What Is It?**
> A PBX (private branch exchange) is a business-grade telephone system that switches calls between the company's employees on local lines while allowing all employees to share a certain number of external phone lines.

On-Premise IP PBX

This VoIP option usually provides better call quality than SIP Trunks, but still has limitations. Common providers are 3CX On Prem, ShorTel, and Cisco Call Manager.

Because you own the hardware, PBX, phones, and contracts to maintain the phone system, you will have a fair amount of up-front costs. Even though you own all the equipment, the system will still need to be maintained, modified, and changed so you will have recurring monthly costs.

This system will give you more advanced call center and routing features than a hosted product can provide, and may be the best choice for companies that require a more elegant phone solution.

However, with an On-Prem PBX, if your Internet goes down, your phones stop working altogether – and there's no way to failover to phone. If you have redundant internet connectivity, the failover to the other service may be a manual process, so you may experience downtime.

Hosted PBX

A "hosted PBX" is a VoIP phone system where the "brain" of the system that controls all the calls, settings and operation of your phone system is located or hosted by your provider in their cloud somewhere offsite – just like a hosted server. RingCentral, Intermedia, Junction Networks' OnSIP, and 3CX Hosted are all hosted PBX systems.

These systems usually have the lowest up front capital expenditure because the PBX is owned and maintained by your provider and you pay a monthly fee for use/access. Your initial purchase is generally limited to phones, network equipment, and installation/configuration costs.

There is also more business communications continuity because it is utility independent. If your internet or power goes down, your calls are still received and processed (as per your configuration) in the cloud-based PBX. This is because a Hosted PBX is in a secure datacenter, giving you 99.9% uptime for receiving calls.

This means your system will survive any minor and major disaster. You know that if your office burned down you have a backup of your server in the cloud you can restore from…

…Do you have the same continuity with your phone system?

Hybrid (Or Blended) PBX

This is a relatively new and innovative approach to VoIP that blends features and benefits of the previous 3 options. The 2 biggest benefits to this option are that if your internet goes down: 1) your calls are still received, processed and routed as per your configuration, and 2) your desk phones can stil l call each other in your office .

That's because a hybrid PBX uses a small, inexpensive PBX device at your office that connects to the "brain" of the system in the cloud. However, the on-premise device will take over to ensure your phone system doesn't go down if the Internet does.

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7 Revealing Questions To Ask Any VoIP Salesperson To Cut Through The Hype, Half-Truths And "Little" White Lies

1) **Is my network just fine for VoIP or do I have to make any changes?**

If your VoIP provider tells you that your network is fine without doing a throughout assessment of your network and business technology goals, run fast in the opposite direction. Networks can be configured right, and they can be band-aided together. If you don't know which you have with certainty, you could end up purchasing a system that will never work right for you.

AND if the company doesn't understand your network, or recommend the right configuration, the voice traffic may end up competing with your PCs, laptops and other devices for bandwidth; when it does, you WILL have problems with sound quality.

Buyer Beware! Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure, poor sound quality, slowed Internet speeds, etc., is that the person selling you a VoIP system <u>does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors,</u> to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone system sales guys, not network engineers. Of course they'll *tell* you they're qualified to do this – so be sure to ask them if they'll put their money where their mouth is with a money-back guarantee like we do. You can read about our 100% no-small-print money-back guarantee later in this document.

2) **Will VoIP cost me more?**

If they say, "No way!" then say, "No thanks!" The fact is, sometimes **you can save a TON of money, sometimes it is a wash, and sometimes it will cost you more.** Be sure to get detailed information about what the system you are signing up for can do…..and what it can't do.

Sometimes you can get a great price on a VoIP solution, but it doesn't have all the features you really want or need. And those features may cost you more, or not be available at all.

3) **What was the uptime last year?**

If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system! Further, if they can't or WON'T guarantee a 99.999% uptime, shop elsewhere. NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system because the system was ready and able. The VoIP carrier we use had a 100% uptime over the past 18 months at the time of writing this report, so don't let anyone tell you that 100% uptime is "impossible."

4) If my phone is unreachable, what happens to the call?

The ability to answer your phones when customers call and to make calls to prospects is an absolute necessity for businesses. If something goes wrong, like the internet going down, or a problem with your desk phone, what happens when a customer tries to call you?

If your system is business-class, you should have a lot of options to assure that you don't miss calls including: apps on your computer or mobile phone to take and make calls, as well as call forwarding to another phone or mobile phone.

5) How long is the contract for my phone service? What happens if I cancel it early?

Because the world of VoIP has many solutions and many configurations, you need to clearly understand what your contract commitments are....and to who. Its entirely possible that you could have a contract with one or more providers and each could have different terms. Also, beware of providers that want to tie you into a long commitment. Some solutions require 3-5 year commitments. At the rate technology is changing and improving, you want to agility to be able to switch services when a better/cheaper/faster solution presents itself.

6) Will our telephone features be the same when we move to VoIP?

Don't assume this! Even basic features like call forwarding might not be included! You would be amazed to find out how many VoIP systems fail to have the most basic features, such as call forwarding. You should insist on a hands-on demonstration in order to see the system for yourself and how it will work. This will avoid unpleasant "surprises" after you've paid for and installed the new system.

7) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a WRITTEN, no-small-print money-back guarantee, free of "weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Free VoIP Assessment Will Cut Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone System Choice For Your Company

Since you've requested this report and have read this far, my guess is that you're looking into upgrading your phone system to VoIP sometime in the near future. To help you avoid making any mistakes and to help you navigate the endless number of choices, tech jargon "mumbo jumbo," conflicting advice and confusion, I'd like to offer you a FREE VoIP and Communications Assessment for your company to answer all of your

questions and determine which phone system is BEST FOR YOU based on your specific needs, budget, Internet connection and existing network.

You have my absolute assurance that I will give you straight answers to your questions and will NOT hard-sell you a phone system. My goal is to help you make the BEST decision for YOU – one that you're comfortable with and that will actually deliver what you want. If our system turns out to be the best option for you, we'd welcome the opportunity to serve you. But if not, we'll give you our best recommendation and refer you to some other solutions. That's how we build solid trust-based relationships with all of our clients.

At the end of our Free Assessment, you'll know:

▸ **The EXACT and TRUE amount of money you will save by switching to VoIP, and ALL the costs that are associated with selecting a VoIP phone system.** In most cases, we save our clients between 10% and 50%. But most important, we'll show you a complete and true picture of <u>ALL costs factored in</u>, not just your phone-bill savings, which is what most other VoIP salespeople focus on to avoid talking about other costs involved in moving to their system.

▸ **If a VoIP phone system will truly work in YOUR specific environment.** Every office and network is different, so it's critical that you get a thorough assessment of your *entire* network, including your bandwidth and Internet connection, firewall, system use, volume of calls, features you need, etc., etc., etc. That's why we run tests in YOUR specific environment to make sure you won't experience garbled sound, dropped or missed calls, echoes and dozens of other VoIP problems.

▸ **If you have the right Internet connection and network configuration to use a VoIP phone without problems.** We'll do a complete analysis of your current Internet connection and computer network to determine if you have sufficient bandwidth to operate a VoIP system without issues, and to look for any other factors that may negatively impact a VoIP phone system from working properly.

▸ **What the BEST phone system is for you – and what features you need – based on <u>how you do business</u>.** If you're running a call center, you will have different needs than if you're a doctor's office. If you have remote workers and a sales team that travels extensively, there are features that can help you keep these employees connected. Do you want to record calls coming in for quality and training purposes? Does your front desk get overloaded with calls during certain times of the day or year? Do you absolutely need to have your phones answered live? Would you like to have your voice-mail messages sent to your in-box or typed out? These are just a few of the features available.

▸ **How you can increase sales, lead conversion and customer happiness.** Part of our Communication Assessment will reveal ways for you to instantly and easily recapture lost revenue and sales opportunities through better phone-handling practices. We'll look at how your company is currently handing (or mishandling!) phone calls from prospects and clients alike and show you easy ways to make more money without spending another dime on marketing or advertising.

Read On For How Your Free VoIP Assessment Works:

At no charge, we will come to your office to conduct a detailed review of your current phone system, telephone bill, Internet connection and network setup. We'll also analyze how calls are currently being handled and your "dream list" of what you would like to happen when a client or a prospect calls your office.

Based on what we discover, we'll research multiple options and come back to present you with an action plan and 2 or more phone system options to help you save money and get the results you want. We will NOT try to sell you a "one-size-fits-all" system but instead recommend a phone system we are supremely confident in to deliver the service, cost savings and quality you want.

Why? Because we stand behind all of our phone systems with a 100% money-back guarantee. If you're not happy after using our system for 6 months, we'll remove it and refund 100% of the money you paid us AND help you transition to another phone system provided by us or another service provider. Obviously we're highly motivated to recommend the RIGHT system for you and ensure you're thrilled with its performance.

That said, I want to be very clear that there are no expectations on our part for you to do or buy anything when you sign up for a Free VoIP Assessment. We don't expect everyone to become a client; we also know that providing value in advance – NOT heavy sales pressure – is the best way to build relationships with potential clients like you, which is why we offer this Free Assessment.

If nothing else, this Free Assessment will put you in a much better position to make an informed, intelligent decision on whether or not you should upgrade your phone system, if your network is capable of handling VoIP AND which option(s) will work best for you.

What To Do Now: How To Request Your Free VoIP Assessment

To request a Free VoIP Assessment, simply respond by:

▸ Calling us at **626-765-3803**

▸ Sending me an e-mail: **mike@remotetechs.com**

▸ Going online and filling out our form: www.remotetechs.com/contact-us

Once we hear from you, Jennifer from my office will call you to schedule a convenient time for us to meet. Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to see if VoIP is right for your organization.

Sincerely,

Michael Mavilia

Mike Mavilia & The Team at
Remote Techs, Inc.
Call Me Direct: 626-398-4004 x201

Read On to Hear What Our Clients Have to Say

"THE BEST RESPONSE TIME YOU WILL EVER EXPERIENCE."

"Having relied upon internal IT as well as external IT firms, Remote Techs genuinely cares about its customers and treats individual customers as though they are the ONLY customer. Remote Techs prides itself on its customer service and it shows. Their response time resolving technical issues "IS THE BEST YOU WILL EVER EXPERIENCE"! If you are wondering which IT or MSP firm you should call to help manage your network, big or small, "get off the fence and get the technology you probably already have, working for you." Remote Techs will help you do just that. In today's world, technology can be your best competitive advantage; Remote Techs will certainly help you use your technology to gain competitive advantages over your competition."

Mark Herzer
CFO
Stumbaugh & Associates

"REMOTE TECHS HAS A PROVEN TRACK RECORD OF EXCELLENCE."

"I have been using Remote Techs since 1998 and we have always had great support. It gives us peace of mind knowing that I don't have to invest time trying to keep up with the skills training to manage technology for our office! Remote Techs has the professional staff with the skills and competence that frees me up to focus on other core business functions. They don't let us down and are open with their communication and status updates. Remote Techs has a proven track record of excellence. Remote Techs is a choice we stand by. IT is an investment, why risk the selection when you don't have to."

Mark Saltzman
CFO
Silver Birches, Event Design and Production

"Why Remote Techs? They are Quick, Efficient and Knowledgeable!"

"We needed an IT firm that understood our business and could communicate effectively with our team. Remote Techs had the experience and professionalism that we were looking for. I've been impressed that our IT Professional has gotten to know all of our employees and truly understands their computer needs. Not only do they manage our overall network, they provide a more individualized service to each user. Remote Techs has definitely provided the results and peace of mind that we were looking for."

Martin Mantilla
COO
Special Dispatch of California, Inc.

"Remote Techs takes care of our network so that I can focus on our business."

".As a startup, and especially a family business, my Dad would look at me to handle all the tech issues that arise at our office. As we grew and scaled, from 2 computers to now close to 30, it became way too time consuming for me to do everything. RemoteTechs was able to step in and take the reigns. I was able to outsource the task of managing our systems and servers to them giving me time to handle the more important aspects of running our business. What impresses me the most is their response time and their attention to detail."

Sameer Sharma
CFO
S. Sharma Tax, Inc.

"Thanks to Remote Techs we are not slowed down by Technology, and our Sensitive Data is safe."

"I could not imagine operating at the pace we do without you guys. It's an amazing feeling to know that Remote Techs is just a call away and ALWAYS finds a way to save us from disaster. We can trust you to the utmost when it comes to our secure info, Internally and externally. I'm sure there are some great IT companies out there, but I could not ask for a better one than Remote Techs"

Michael Russo
CSO
Classic Financial and Insurance Services, Inc.

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