The 4 Biggest Problems All Engineering, Architectural And Construction Companies Have With Their IT Systems,   
And How Computerbilities Solves Them All

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From the Desk of: Adam Pittman

**President, Computerbilities**

Dear CFO,

If you are a very busy, time-pressured CFO awash in critical projects, deadlines, site issues and other problems, but find yourself constantly distracted and slowed down by CAD issues, slow field Internet, file sharing difficulties, e-mail in-box size complications and a host of other aggravating IT-related problems, read on…

My name is Adam Pittman, President of Computerbilities, Inc. We specialize in IT systems and support for engineering, architectural and construction companies. Our clients hire us when they want their e-mail, Internet and CAD FASTER and without interruptions – that simply means we make everything work the way it’s supposed to, without excuses, problems or complexity.

Although this isn’t a breakthrough concept, I’m amazed by how many IT firms can’t get this right. **Even more amazing is how many companies tolerate such poor service from outsourced IT firms!** In fact, our research has shown that most CFOs like you have 4 big problems they are chronically plagued with that their current IT company just can’t seem to solve. See if you agree…

The 4 Biggest Complaints Engineering, Architectural And Construction Companies Have With IT, File Sharing, E-mail And CAD Systems

1. **You Have Constant Problems With CAD Files:** Whether it’s trying to recover a critical project file that was overwritten, accidentally deleted or has mysteriously become corrupt OR ensuring you don’t lose files altogether, this is a BIG area of concern for our clients.  
     
   Most outsourced IT firms will back up your files and drawings, but NOT hourly. **So when they finally recover your file, it’s an older version from weeks or days ago, which means you’ve lost countless hours of work, costing you precious man hours and productivity**, possibly missing deadlines and frustrating everyone involved. THIS IS COMPLETELY PREVENTABLE AND UNNECESSARY. We have a unique process that allows us to restore files by the HOUR, which means you won’t lose days or weeks of work, saving you THOUSANDS of dollars in rework and missed deadlines.
2. **Problem #2: You Cannot Easily Share Or E-mail Large Files:** How many times have you tried to e-mail a file only to have your e-mail freeze up, crash and stop working? Or have e-mail stop working altogether because your mailbox is full? Or how often do remote workers find themselves frustrated, unable to access critical drawings and files?   
   These are all 100% fixable and avoidable, yet most IT firms simply don’t implement solutions that prevent these things from happening.
3. **Problem #3: Surprise Bills From Bentley, False License Issues From AutoCAD:** If you’re using Bentley Systems, it’s not uncommon to get a surprise bill at the end of the month for unexpected license fees. In AutoCAD it’s those troublesome “Your license is invalid” or “License Manager is not functioning properly” errors. Regardless, this is just another easily preventable issue. We have a process for both systems to completely eliminate both problems.
4. **Problem #4: Poor Communication, Terrible Response Times And Horrible Service From Your Outsourced IT Company:** When you call their office, you get voice mail. When they *finally* get around to calling you back, they don’t resolve the problem quickly and then take days or weeks to finally get it fixed. To make matters worse, you have recurring problems that come up again and again. Meanwhile, your blood pressure is going through the roof because you have hard deadlines that you MUST hit.   
     
   **Clearly, you shouldn’t have to tolerate this type of poor service.** As I stated earlier, our support team is LOCAL. We have a deep bench of 5 consultants and growing, so you don’t have to wait on someone for support as you do with smaller IT firms. We also answer all support calls live and have an average response time of 92 seconds when you report a problem and when a technician is working to resolve it. We also offer after-hours and weekend support since most business owners work outside the normal “9 to 5” workday.

Let Us Help You Resolve All Of This For FREE

As a no-risk way of introducing our services, I’d like to offer you a free, no-obligation, no-sales-pressure IT Systems Assessment where I’ll send one of my senior technicians to your office to conduct a review of your computer network to not only reveal if your current system is set up to prevent these 4 big problems, but also to look for ways to enable you to work and communicate faster and protect you from cybercrime, corrupt and lost files, slowness and other “ticking time bombs” that could bring your network down at the most inconvenient time.

**Even if everything is working “fine,” it never hurts to get a competitive bid from a qualified third party** – and this assessment is totally, completely FREE, without obligation.

What You Will Discover From This Free IT Assessment:

* Is your current outsourced IT company *really, truly* doing the maintenance and monitoring they *should* be doing, that you might even be paying them to do?
* Are your IT systems **truly secured** from hackers, cybercriminals, viruses, worms and even sabotage by rogue employees? *If you’re not getting weekly security-patch updates from your current IT person, your IT systems are probably not truly secured.*
* Are your **backups configured properly** to allow you to recover FILE VERSIONS that were saved an hour ago? A day ago? A week ago? Also, if you lost it ALL to ransomware or some other disaster, how fast could you be back up and running again at full speed? *In 99% of the computer networks we’ve reviewed over the years, the owners were shocked to learn they would NOT be able to restore everything as fast as they thought*.
* Could you utilize **cheaper and more efficient cloud-computing technologies** to lower IT costs and make it easier to work remotely with large files?
* Are your systems, e-mail and CAD systems **optimized for maximum speed** and performance? Are you having licensing issues? File-sharing issues when attempting to e-mail large files? Slowness and other “glitches”? We’ll diagnose ALL of these issues and provide answers on how to resolve them (they ARE easily fixed).

Once we have a clear picture of the state, health and performance of your current IT systems, we’ll deliver a **customized report and action plan** that will show you how to eliminate every single nagging problem, enable you to work more efficiently and possibly even lower IT costs.

We hope you become a client, but if not, you’ll still see value from this service. You will also have my personal guarantee that high-pressure sales tactics will not be used at any point during our engagement. We want this to be a delightful, informative and positive experience for you.

What To Do Next

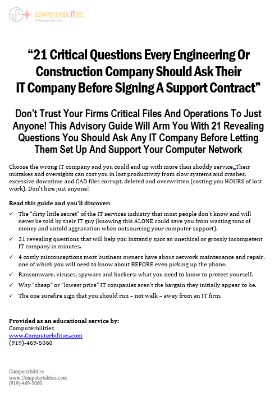
To schedule your free IT Systems Assessment, please call my office at (919) 469-5060. You can also go online to [www.ComputerBilities.com/assessment](http://www.ComputerBilities.com/assessment) and complete the form or send me an e-mail to [adam@computerbilities.com](mailto:adam@computerbilities.com). I will make sure to have my assistant follow up with you in a few days to make sure you received this letter and to see if you would like to schedule a free IT Systems Assessment.

Awaiting your response,

Adam Pittman

Adam Pittman, CEO, Computerbilities, Inc.

Author, *Computers Should Just WORK!*

Not Ready To Meet Just Yet?

Then at least allow me to provide you with a FREE copy of my new report, “**21 Critical Questions Every Engineering, Architectural Or Construction Company Should Ask Their IT Company Before Signing A Contract For Support**.” Even if you aren’t ready to make a change right now, this report will give you important questions you should ask your current IT person to make sure their policies, procedures and service standards won’t leave you vulnerable to expensive problems, lost data and a host of other problems.

**You can download it at** [**www.computerbilities.com/report**](http://www.computerbilities.com/report)

Here’s What Our Clients Say   
About Our Services And Support:

**Dependability, Depth of Knowledge And Quick Response Time!**

“The two biggest benefits of using Computerbilities are the quick response time and their depth of knowledge. Due to their excellent service, we have never looked elsewhere for another IT company. If you are looking for an IT firm and want **dependability, depth of knowledge and quick response time**, you get all these with Computerbilities.” *– Debora Wetherill,* Wetherill Engineering, Raleigh, NC

**With Computerbilities You Get The BEST Service And Support**

 “Computerbilities is not the cheapest IT company in the Triangle, but you always get what you pay for, which is the BEST service and support available**.** I warn people to be wary of the cheapest IT company in the area who try to nickel-and-dime you or sell you on expensive equipment you don’t need. Computerbilities does neither. They make sure you get the right equipment and make the right investments for you**. Additionally, they save us time and money by encouraging our network to be monitored and backed up through the cloud.** I was very thankful we did when we had a cyber-attack and had to go back multiple days for cleanup. Manual tape backups are prone to human error, and now we are always notified if we have a bad backup through the cloud, and Computerbilities takes care of the situation.” – *Jeff Gregorio,* Williams Realty & Building Company, Raleigh, NC

**They ALWAYS Respond Fast And Correct Issues Immediately**

“Reliability is the biggest benefit I have found since moving to Computerbilities. Whenever we call on Adam and his team, they always respond fast and correct our issue immediately. This quick response time has been a huge plus. I feel Computerbilities has been far better than any other IT firm I have worked with because of the strong communication we have experienced. **They have applied their knowledge and professional expertise in helping us to choose whatever option is best for Allied Fire Protection, Inc., in a way that is very easy to understand.** This allows us to confidently make sound decisions on whichever option is best for our specific needs. If you are unsure about Computerbilities, you can be sure they provide value to their clients. Whenever we need assistance, they have always responded promptly, properly diagnosed the issue and assisted us with choosing the most appropriate solution.” *– J. D. Locklear, Jr.,* Allied Fire Protection, Raleigh, NC

**Excellent Service And Attentiveness To My Account**



“I want to thank Computerbilities for your **excellent service and attentiveness** to my account. When needed, they always respond with a positive, helpful and professional attitude. They listen patiently, explain problems and issues in a way I can understand and successfully solve my IT problems with a specific and clear solution. Thanks to your experience, I no longer have issues with programs, search problems or hard drive repairs.”

* *Tony Nocito,* [ABCOV](http://abcov.com/), New York, NY

How Does Your Current IT Services Provider   
Or Outsourced Computer Guy Stack Up?

**Take this quiz to find out!**

How can you tell if you are receiving poor or substandard service? How do you know if your computer guy is doing everything possible to secure your network from downtime, viruses, data loss or other frustrating and expensive disasters? Could your current technician be jeopardizing your network’ security? **If your outsourced IT firm does not score a “Yes” on every point, you could be paying for substandard service and support.**

* Do they truly, deeply understand your engineering and/or construction business, including the critical applications you rely on to run your business?
* Do they stand behind their work with a 100% money-back guarantee?
* Do they answer their phone LIVE and respond to emergencies promptly?
* Are they easy to reach and highly responsive when you need them for non-emergencies?
* Are they able to fix Bentley licensing so you don’t get overbilled? Or Autodesk License Manager so you don’t get “Your license is invalid” messages or “License Manager is not functioning properly” error messages?
* Do they proactively monitor, patch and update your computer network’s critical security settings daily? Weekly? At all? How do you know for sure?
* Do they proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?
* Do they proactively offer new ways to improve your network’s performance instead of waiting until you have a problem to make recommendations?
* Do they provide detailed invoices that clearly explain what you are paying for?
* Do they explain what they are doing and answer your questions in terms you can understand, or do they confuse you and talk over your head with geek-speak?
* Do they complete projects on time?
* Do they follow up on your requests quickly?
* Do they arrive on time and dress professionally?
* Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?
* Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
* Do their technicians maintain current vendor certifications and participate in ongoing training?
* Do you feel confident that they are KNOWLEDGEABLE and not learning on your time?
* Do they take the time necessary to get the job done rather than seeming constantly rushed?
* Do they focus on your needs rather than taking calls from other clients while working on your network (and on your dime)?
* Do they listen to you?
* Are they adamant about backing up your network and having a disaster recovery plan in place?
* Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?
* Do they provide frequent updates, status reports and follow-up calls and e-mails so you don’t have to manage their progress on projects yourself?
* Do their projects always get done according to their time and price estimates?
* Do they offer flat-rate or fixed-fee project quotes, rather than giving themselves a wide-open playing field with “time and materials”?

**Computerbilities Offers Me Complete Peace Of Mind**



“Thank you for being a customer service-oriented team that offers solutions that fit my company’s short-term and long-term needs. You have always quickly responded, been friendly and had a will to work to the end for our **best long-term option**. With Computerbilities, I never have to worry about our server health, updates, low disk space, etc. Computerbilities offers me the peace of mind that someone is always watching out for any issues.”

*– Charlie Hale, Vice-President of Operations & Programs, Food Bank of Central & Eastern NC*