

THE **MARITIME COMPANY** OWNERS' GUIDE TO I.T. SERVICES & FEES

What You Should Expect To Pay For I.T. Support For Your Maritime Company

Learn how to compare IT service contracts, support coverage, cybersecurity protections, and pricing for vessels, ports, warehouses, remote crews, and shore-side operations.



Provided By: ComSolutions
Author: Louis Schwall

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Read this **Executive Guide** to discover:

- ✓ The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- ✓ A common billing model that puts ALL THE RISK on you when buying IT services; learn what it is and why you need to avoid agreeing to it.
- ✓ Exclusions, hidden fees and other “gotcha” clauses IT companies put in their contracts that you DON’T want to agree to.
- ✓ How “cheap” IT firms hide the TRUE cost of their services in their contracts, and how to avoid these pitfalls.
- ✓ Critical questions you should ask your IT support firm BEFORE signing an agreement with them.



From The Desk Of: [Louis Schwall](#)
[Executive Director Of Technology](#)
[ComSolutions](#)

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Never Ask An IT Service Company, “What Do You Charge For Your Services?” Instead, You Should Ask “What Will I Get For My Money?”

Dear Colleague,

One of the most common questions we receive from prospective clients is, “**What do you charge for your services?**” While price is important, it only makes sense in the context of what your maritime operation actually needs. An inexpensive provider may become extremely costly if it cannot support an employee at the port, troubleshoot a remote connection, coordinate with a vessel technology vendor, or respond after normal business hour

Below are the **3 top reasons** why you should not pick an IT company on price alone.

1

Unlike most industries, there is no such thing as “standard” pricing for IT services companies, even though most of the services appear to be the same. That’s why it’s impossible to compare IT providers on their fees alone. In this report I’ll explain the most common ways IT companies’ package and price their services and the pros and cons of each, so you can make an informed choice.

2

Less expensive IT contracts frequently exclude services that maritime companies depend on, including after-hours support, remote-user security, vendor coordination, on-site service, backup testing, and assistance with connectivity problems. Those exclusions may not become obvious until an urgent operational problem occurs.

3

Maritime leaders should choose an IT company based on its ability to support their particular combination of vessels, offices, ports, warehouses, remote users, applications, and security requirements. The best value is not necessarily the highest or lowest price. It is the provider that delivers the right coverage with the fewest gaps.

Comparing Apples To Apples

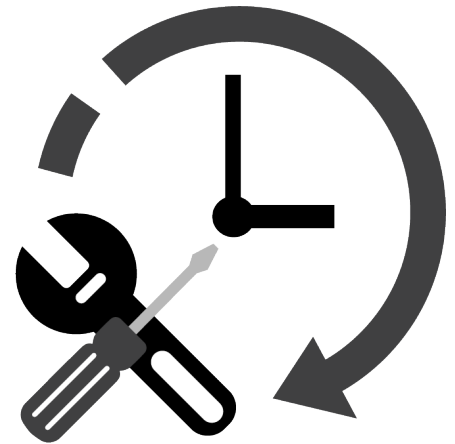
The Predominant IT Service Pricing Explained

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

Time and Materials (Hourly)

In the industry, we call this “break-fix” services. Essentially, you pay an agreed-upon hourly rate for a technician to “fix” your problem when something “breaks.” The price you pay will vary depending on the provider you choose and the complexity of the problem, but most will be in the **\$120 to \$250/hour** range.

Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work could range from fixing a simple problem like a slow WiFi or Email Account issue, or it could involve a large project like a software upgrade or whole office setup.



This model is often ideal for clients who already have an internal IT department for managing day-to-day issues but may need specialized support to fill in for specific skill gaps or assist with atypical issues that come up that would overwhelm your on-staff IT department. Many smaller business owners often feel like they would do better with a break-fix solution because they believe their IT issues will be few and far between, but this often leads to an underperformance of routine maintenance and individual bills that are too expensive for them to afford when something big does go wrong.

Managed Services Provider (MSP)

This is where an external IT company takes on the role of your fully outsourced IT department. In this model, they typically handle everything related to your IT infrastructure including:

- Supporting office employees, port personnel, remote crews, and traveling executives.



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- Securing access to company systems from vessels, ports, hotels, home offices, and other remote environments.
- Monitoring and protecting workstations, servers, networks, cloud services, and mobile devices.
- Supporting communications across offices, ports, warehouses, and remote teams.
- Coordinating with logistics, vessel-management, telecommunications, internet, satellite, and software vendors.
- Planning for hurricanes, facility outages, connectivity failures, and other events that could interrupt operations.
- Providing a help desk and/or onsite technical support to troubleshoot IT problems.
- Helping you establish effective cyber security and disaster recovery protocols.
- Technical and cyber security training for your employees.
- Installing and setting up business applications like Microsoft 365, Google Workspace, SharePoint, etc.
- Setting up and managing anti-virus software, firewalls, and intrusion detection systems.
- Data backup and recovery.
- Setting up and supporting your communications infrastructure like email, phones, etc.
- Actively monitoring and maintaining the overall health, speed, and performance of your computer systems.

In addition to managing your IT, a good MSP will provide you with an IT Road map and budget for necessary projects to further secure your network and improve the stability and availability of critical applications, and ensure that your IT systems are compliant with various data protection laws and that your cyber protections meet the standards on any cyber insurance plan that you have.

Vendor-Supplied IT Services

Many software companies and vendors will offer pared-down IT support for their customers in the form of a help desk or remote support for an additional fee.

However, these are typically scaled-back services, limited to troubleshooting their specific software application and **NOT** your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it's hosted on, they can't and won't help you and will often refer you to "your IT department." While it's often a good idea to buy some level of support package for your critical software (AKA: "line-of-business applications"), this is not sufficient to provide the full IT services, cybersecurity, backup and employee (end-user) support that most businesses need.

Basic	Premium
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Vendor support is especially important for specialized maritime and logistics systems, but it is not a substitute for complete IT support. A software vendor may support its own application without addressing the network, device, user account, firewall, internet connection, or third-party integration causing the problem. Your primary IT company should be prepared to coordinate those vendors and keep the issue moving toward resolution.

Managed IT Services (vs) Break-Fix Which Is The Better, More Cost-Effective Option?

Break-fix support may be appropriate for a very small company with simple technology, limited operational dependence on IT, and someone internally responsible for routine maintenance and security. Most maritime companies do not fit that description. Dispatching, customs documentation, cargo tracking, invoicing, communications, remote access, and vessel coordination create technology dependencies that require active management.



The 6 Big Downsides of Break-Fix:



1. Break-fix can get unexpectedly expensive

When you have multiple issues all at once or one major problem like a ransomware attack, hourly rates can REALLY add up. When you're not a managed client, the IT company resolving your problem will likely take longer to troubleshoot and fix the issue than if they were regularly maintaining your network and therefore familiar with your environment. It also means they are unlikely already to have systems in place to recover files or prevent problems from escalating. When the affected employee is offshore, at a port, traveling internationally, or coordinating a time-sensitive movement, the provider may also need additional time to understand the environment and coordinate with outside vendors.

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2. Paying hourly works in your IT company's favor, not yours

Under this model, the IT consultant is incentivized to spend longer than necessary on your problem, because they get paid based on how long it takes. There is also less incentive to make sure that each solution is 100% complete and permanent fix since lazy or partial fixes can turn into more future work for them.



3. You are more likely to have major issues

Maritime companies use managed services to prevent minor technology problems from becoming operational disruptions. Monitoring can identify failing storage, missed patches, backup problems, security alerts, and unhealthy devices before they affect dispatch, communications, documentation, or customer service.



4. Harder to Budget When IT Costs are Unknown

When major issues do happen (or a cluster of smaller issues come up all at once) these plans can hit you with huge bills for thousands of dollars in a single month that you never budgeted for. This sudden shock of out-of-pocket costs can be very hard for the average Small-to-Mid sized business to absorb.



5. IT Companies Prioritize Their Contracted Clients First

Every IT firm is motivated to prioritize their contract managed clients over break-fix clients. A contracted client is someone that the IT Firm has to keep happy if they want to keep getting paid. A Break-Fix client represents no guarantee of future earnings for the IT provider; so, the IT provider has no fiduciary responsibility to resolve your issue. This means that your issues will tend to be seen as less important than those of clients who are under contract.



6. More Vulnerable to Unknown Risks

Without continuous management, remote devices, user accounts, vessel-access systems, cloud applications, and operational data may be exposed without anyone recognizing the risk. A ransomware attack or compromised account could affect shipping schedules, cargo information, internal communications, payroll, invoices, customer records, and other sensitive data.

For all these reasons, hiring an MSP to manage your IT environment for an agreed-upon monthly budget is almost always the more cost-effective / safer option for any company that does not already have its own IT department.

What Should IT Services Cost?

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

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

Hourly Break-Fix Fees

Most IT services companies selling break-fix services charge between **\$125** and **\$250** per hour with a one-hour minimum. In some cases, they will give you a discount on their hourly rates if you purchase and pay for a block of hours in advance.



Project Fees

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



- **A detailed scope of work that specifies what "success" is.** Make sure you document what your expectations are in performance, workflow, costs, security, access, etc. The more detailed you can be, the better. Clarifying your expectations up front will go a long way toward avoiding miscommunications and additional fees later on to give you what you REALLY wanted.

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- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant's. Be very wary of hourly estimates that allow the consulting firm to bill you for "unforeseen" circumstances. The bottom line is this: it is your IT consulting firm's responsibility to be able to accurately assess your situation and quote a project based on their experience. You should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. True professionals know how to take into consideration those contingencies and bill accordingly.
- **Clearly Set Milestones for Larger Projects.** With larger projects, it can often be difficult to tell if your IT company is staying on task or if there are any unforeseen issues. By breaking up a large project into Phases or Milestones, it becomes apparent early on if there are any issues with how the project is progressing giving you the opportunity to request a course correction before it is too late.

Managed IT Services

Most managed IT services firms will quote you a MONTHLY fee based on the number of devices, users and locations they need to maintain. According to Service Leadership, the average fee per user (employee) ranges from **\$146.08** to **\$249.73** per month. That said, these exact numbers have been going up quickly in recent due to the rising cost of inflation and a tight IT talent labor market; so, these figures may be low by the time you are reading this.



Obviously, as with all services, you get what you pay for

"Operationally mature" MSPs typically charge more because they are far more disciplined and capable of delivering cyber security and compliance services than smaller, cheaper-priced MSPs.

Part of this added price usually comes from having additional administrative staff like a Chief Information Officer, Project Managers, and Account Managers and multi-tiered technicians ranging from Junior Help Desk Technicians up to highly specialized Senior Network, Cyber Security, and Stack Specialist Engineers which you would not expect to find in a smaller, yet more affordable IT firm.

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

Often times, they are simply not providing the quality of service you should expect.

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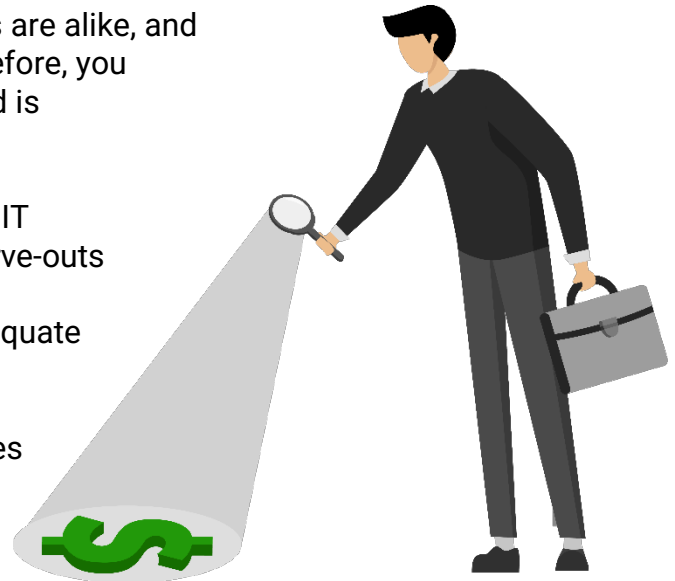
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The 5 Most Common Ways “Cheap” IT Firms Hide The TRUE Cost Of Their Services In Their Contracts

As we said previously, no two IT services agreements are alike, and unless you’ve specifically worked in the IT industry before, you probably don’t really know if what you’re being quoted is insufficient, overpriced or even underquoted.

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

Here are the 5 most common things that IT companies will intentionally leave out of their proposal to make themselves appear cheaper that typically cost you more money in the long run.



1. Grossly Inadequate Compliance And Cybersecurity Protections

A ransomware attack is a significant and devastating event for any business; therefore, you must make sure the IT company you’re talking to isn’t just putting a basic or consumer grade antivirus application on your computers and calling it done. This is by far the one critical area most “cheaper” IT companies leave out. These antivirus applications are often a good first step for your home computer, but woefully insufficient for protecting a business class network.

In addition to making sure you have business grade software in place, many insurance companies and industry specific regulations are now requiring advanced cyber protections such as employee cyber awareness training, 2FA (2-factor authentication), and advanced endpoint protection. Any shortcoming here could result in government fines or insurance claim denials if you are ever breached. We provide these advanced cyber protections standard in our offering.



2. Inadequate Backup And Disaster Recovery Solutions

Make sure that your IT company includes daily backups of:

- Your Servers and Workstations
- Your Cloud Applications such as Microsoft 365 or Google Workspace
- Your specific line-of-business applications, such as your CRM, ERP, HRMS, Accounting System, and Inventory System

Over time, a company's infrastructure can get spread out over a wide range of local, remote, and 3rd party platforms; so, just because you agree to a specific backup plan does NOT automatically guarantee that it will cover everything (read the small print in your contract and you'll be shocked).

Further, your backups must be immutable, which means they cannot be corrupted by a hacker. Many insurance companies and compliance standards now require immutable backups to be in place before they insure against a ransomware or similar cyber event that erases data. Be sure to ask your IT company if that's what they quoted you.



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

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



4. Cheap, Inexperienced Techs

Many smaller MSPs will hire techs under a 1099 agreement or find cheaper, less experienced engineers to work on your network and systems. Obviously, the more knowledgeable a technician is, the more expensive they are. A good IT provider should have multiple senior level specialists with 5 or more years of experience working on the kinds of systems that they will be maintaining for you.



5. No Dedicated Account Managers.

Smaller MSPs can't afford dedicated account managers which means you're often depending on the owner of the company (who's EXTREMELY busy) to pay attention to your account, identify shortcomings, and make appropriate adjustments to your IT plan. Good account management means that your MSP knows what your upcoming needs are before you do, so that you are not always having to be the one telling them when you need something done.

BUYER BEWARE!

A PROVIDER MAY ADVERTISE MANAGED IT AND 24/7 SUPPORT WITHOUT COVERING VESSELS, OFFSHORE USERS, AFTER-HOURS SITE VISITS, THIRD-PARTY SYSTEMS, OR PROBLEMS CAUSED BY UNRELIABLE CONNECTIVITY. BEFORE COMPARING PRICES, CONFIRM EXACTLY WHICH USERS, DEVICES, LOCATIONS, VESSELS, APPLICATIONS, SUPPORT HOURS, AND RECOVERY SERVICES ARE INCLUDED.

Your **SLA** should define the following:

- ✓ Covered offices, ports, warehouses, vessels, users, and devices.
- ✓ Support limitations when a vessel has weak or unavailable connectivity.
- ✓ Response-time commitments versus resolution-time commitments.
- ✓ Procedures for after-hours and emergency support.
- ✓ Responsibility for coordinating outside vendors.
- ✓ Travel, vessel-access, port-access, and on-site charges.
- ✓ Recovery priorities for dispatch, communications, documentation, and logistics systems.
- ✓ What fees are extra (like on-site fees, after-hours support, etc.)
- ✓ Contract terms and renewals
- ✓ Cancellation terms: specifically, how do you get out of the contract if they are not delivering the services promised
- ✓ Liability protection, both for them and you
- ✓ Payment terms

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

Questions You Should Ask Your IT Service Provider **Before Signing A Contract**

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

Customer Service

1

How do you request support?

Our Answer: We have several avenues for our existing clients to request support. We install helpdesk icons on the system tray of every machine we manage which gives every machine we manage 1-click access to rapid support. If you are unable to use your machine, you can submit a support request manually by going to <https://comsolutionsusa.com/support/> or you call us at [877-266-7650](tel:877-266-7650).



2

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

Our Answer: Yes, we have a standardized SLA Response policy. For our MSP clients, we guarantee a response within 15 minutes to 4 hours depending on the severity of the issue. **~99% of all of our service tickets are resolved within 1 hour of being started on.**

3

Do they take the time to explain what they are doing and answer your questions in terms that you can understand?

Our Answer: Yes. We believe technology support should never leave you confused or guessing. Our team takes the time to explain what we're doing, why we're doing it, and how it affects your business in clear, straightforward language.

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4

Do they create an IT Roadmap and meet with you regularly to review it?

Our Answer: Depending on the exact compliance requirements of your industry, we conduct different kinds of regularly scheduled reviews with our clients to look for areas of high risk, evaluate changing requirements against your existing services, and suggest new ways to help improve the way you do business. Most MSPs offer a uniform help desk plan or lock you into the same old services for years after it's become obsolete. We offer a strategy for staying current, compliant, and secure.

5

Do they bill you properly and provide invoices that clearly explain what you are paying for?

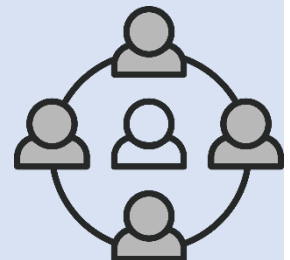
Our Answer: Another complaint we hear from new clients is over billing. Either the IT company forgets to invoice you for something, then hits you with a giant bill to make up for months of incorrect billing, or they invoice you so randomly with confusing bills that you don't really know what you're paying for. We provide detailed invoices that show what work was done, why and when, so you never have to guess what you are paying for. Most importantly, we double-check our invoices for accuracy before they are sent to you to make sure that what was put into our system is accurate and properly coded for your SLA.



6

Do they have dedicated account management?

Our Answer: If they are too small to offer dedicated account management, don't be surprised when end up frustrated trying to find someone to help you. If it's the owner, ask how they are going to be able to dedicate time to you while running the company (the only honest answer is they won't). Make sure you know what team is going to be dedicated to supporting YOU when you need help.



7

Do they insist on providing security that meets your industries compliance rules?

Our Answer: Most companies have to meet at least one of many possible compliance standards to safeguard user data. GLBA, CIRCIA, PCI DSS, HIPAA, GDPR, SOC 2, etc. Penalties for violating these standards often cost a small-to-mid sized business 10s of thousands to 100s of thousands of dollars per violation. If you fail to meet the security standards outlined, you could be both fined by the FTC and sued for negligent damages. This creates significant financial costs, tying you up in litigation and lawsuits, not to mention reputational damages. If your current I.T. company has not talked to you about this, they are putting you at risk. We won't allow a client to NOT have adequate security measures in place to meet their industry standards; and one of the ways cheaper MSPs charge less is because they allow their clients to operate without these critical protections.

8

Do they provide you with reports 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: 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.

If your current I.T. company doesn't provide you with any documentation and they keep you in the dark about what "inventory" you have of equipment, software licenses, system passwords, etc., you are being "held hostage" and should NEVER allow an I.T. person to have that much control over your company. If you get the sneaking suspicion that your current I.T. person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

9

Have they asked to review your cyber liability, ransomware or crime insurance application to ensure they are doing what is required in your policy for coverage?

Our Answer: Many businesses now carry insurance to help cover the costs of a ransomware attack or other cyber fraud case where money is stolen from your organization. HOWEVER, those insurance carriers are now requiring strict cybersecurity protections be implemented BEFORE they will cover you. If your IT company has not talked to you about this, you might be at risk to have your claim denied for coverage due to your failure to meet the cyber standards that you've agreed to in your policy.



Backups And Data Recovery

10

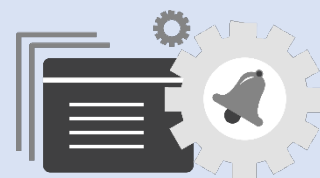
Do they INSIST on immutable backups for your data?

Our Answer: The only kind of backup you should have is an "immutable" backup, which means your backup data cannot be changed or corrupted. This is important because modern ransomware attacks are designed to infect your backups so you are forced to pay the ransom to get your data back. This is why cyber insurance policies now require the companies they are insuring to have immutable backups in place. If you're working with an IT firm, they should not only know about this type of backup, but insist you have it.

11

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 regular restoration tests 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.



12

Do they insist on backing up your network BEFORE performing any type of project or upgrade?

Our Answer: We do. This is an important precaution to take before making any sort of change to your IT infrastructure since many kinds of problems can arise during an upgrade. Even well tested improvements might run into an unexpected failure when introduced to an unforeseen edge case in your setup.

13

If you were to experience a major disaster, such as an office fire or ransomware attack, do they have a written plan for how your network could be restored FAST and/or enable you to work from a remote location?

Our Answer: All of our MSP clients have a standardized, easy-to-follow disaster recovery plan put in place as a bare minimum of service. In many cases, we will recommend specific additional features based on the exact needs of their infrastructure.



Technical Expertise & Service

14

Is their help desk USA-based or outsourced to an overseas?

Our Answer: At ComSolutions, we provide 24-hour support by routing after-hours calls to our international technicians, but during normal business hours, all requests are handled by your local ComSolutions office.

What Other Business Owners Are Saying:

Responsive, Personable, And Always Willing To Go The Extra Mile

Mary Beth Oddo

Chief H.R. Officer

TrackableMed

ComSolutions makes us feel like a top priority even though we know they serve many clients. Their response time is exceptional, their support is efficient, and their team is personable and collaborative. They don't just fix tech issues; they look out for our bottom line. They even renegotiated our Internet contract and saved us \$425 a month. This kind of dedication and customer service is rare. If you want a truly responsive IT partner who puts your needs first, I highly recommend ComSolutions.

Fast, Reliable Support No Matter The Weather

Alex Peragine

Owner/Attorney

Peragine Law

ComSolutions is by far the best tech support firm we've ever worked with. Their response time is unmatched they're quick to diagnose and resolve any IT issue. What really sets them apart is their communication. We're never left guessing about what's happening or how long it'll take. Even through hurricanes and surprise snowstorms, they stay on top of everything and deliver fast, efficient support. I've worked with other firms before, but none come close to the level of service ComSolutions provides.

No More IT Headaches Just Smooth, Reliable Operations

Brian Greffenius

COO

United Lands Co.

Since bringing on ComSolutions, our day-to-day IT issues have virtually disappeared. We can now focus on executing our mission without constant interruptions or needing IT support at every turn. They have a strong grasp of the full A-to-Z process and designed a smooth, hassle-free experience by anticipating and addressing common stumbling blocks before they cause problems. With their low entry cost and long-term commitment, choosing ComSolutions was an easy decision and one I'd recommend to any business looking for peace of mind with their IT.

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Knowledgeable, Reliable, And On Call 24/7

Mike Tonguis

CFO

Buck Kreihs

ComSolutions delivers the reliable 24/7 support we need, with a team that's both experienced and knowledgeable. They respond quickly, understand our needs, and make data protection easy and secure something we struggled with under previous vendors. If you're looking for trustworthy IT support that actually gets it right, you need to look here.

Helpful, Capable, And Always Ready To Solve Any Issue

Ruth Nicole Bush

Owner and CEO

The 320 Firm, LLC

What a great company! The team at ComSolutions is incredibly helpful and capable they can solve just about any computer issue you throw at them. Every time we've needed support, they've delivered with skill and a great attitude. Highly recommend my peeps at ComSolutions!

Knowledgeable, Patient, And Always Willing To Help

Guy Montana

Sales Account
Manager

Beyer Bros. Corp.

ComSolutions has been wonderful to work with. They're knowledgeable, professional, and always make me feel comfortable reaching out even though I'm not a tech person and I call them a lot! No matter the question, they're patient and ready to help. That kind of support makes a big difference.

Fast, Dependable Support You Can Count On

Junior Sanchez

Auto Parts
Specialist

Nielsen Nissan of
Denville

ComSolutions always delivers great, fast customer service. Anytime I run into a problem in the office, they're quick to take care of it. It's a relief knowing I have a team I can count on to keep things running smoothly. Thank you!

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Proactive, Professional, And A True Asset To Our Team

Caroline Boudreaux

Director of
Operations
Studio MV

ComSolutions has been a game changer for us. They proactively anticipate and resolve issues, which has cut down on tech-related downtime and kept our staff frustration-free. Their technicians are not just skilled they're personable, professional, and incredibly respectful of how our office runs. Even in a busy environment, they work seamlessly and communicate clearly. The initial setup was absolutely worth it for the long-term peace of mind and smooth operations we now enjoy.

Quick To Respond, Committed To Solving Problems

Cindy Babcock

CFO
WaterTech
Corporation

Since switching to ComSolutions, the support has been outstanding. They don't just fix the issue they follow up to make sure it's fully resolved. What really sets them apart is how quickly we can reach someone, whether it's by phone or email. Their team is reliable, responsive, and genuinely committed to helping. If you're looking for fast, dependable IT support, we highly recommend ComSolutions.

Feels Like An In-House IT Team Without The Overhead

Mike Maloz

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Working with ComSolutions feels like having our own internal IT department. They're professional, courteous, and responsive, and their personalized approach means we never feel like we've outsourced anything. Most of the maintenance happens quietly in the background, and if an issue comes up, they triage and fix it fast keeping downtime for our staff to a minimum. From both an operational and administrative standpoint, they're part of our team. Add in how cost-effective they are, and the value is unbeatable.