

IT Consultant Buyers Guide

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



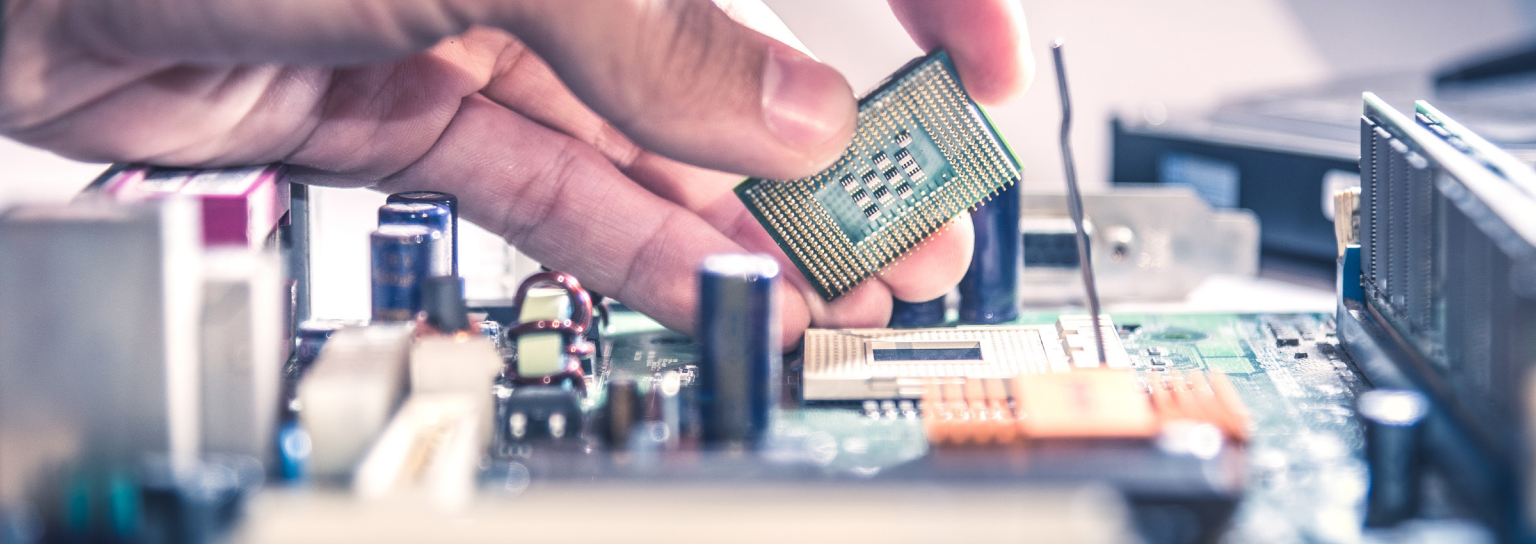
Don't Trust Your Company's Critical Data and Operations to Just Anyone! This Business Advisory Guide Will Arm You With 21 Revealing Questions You Should Ask Any Computer Consultant Before Giving Them Access to Your Company's Network

Choosing the wrong computer consultant to support your network can be incredibly frustrating and expensive! It could end up costing you in downtime, data loss, and expensive repair bills, not to mention the headaches and frustration!



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 IT 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 computer repair/support technician in minutes.
- 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking 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” computer repair shops 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.



Dear Colleague,

Choosing a computer support company isn't easy. There is no shortage of horror stories about incompetent 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 an earful of the 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 incompetent or unethical businesses. They 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. Sometimes this is out of greed for your money, but 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 many customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair And 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." 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 the 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 shingle 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. That is why we decided to offer this report. The information in this guide is provided to help raise standards within the computer repair 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.

About AZCOMP Technologies



In the early 1990's, Lance Foster, owner of AZCOMP Technologies was just a kid in high school. His dad however took on a new hobby of computers and he enlisted his son, Lance, to help him. Dad was aggressive in his hobby. He was fascinated with the technology of computers and the internet, so he started to build custom computers, train people how to use them, repair and maintain them, setup an email domain and internet service, and setup servers to host the email accounts. For years Lance was his sidekick and apprentice.

In the late 1990's, Lance decided to turn this hobby into an actual business. Finally, in the year 2000, AZCOMP Technologies was born and the company began selling and supporting medical billing software (Medisoft) along with IT services. Over the course of the next 2 decades, the company has grown into an industry leader in healthcare technology solutions. AZCOMP Technologies is passionate about delivering PHENOMENAL service to their independent healthcare providers in the Phoenix metro area, and across the country. AZCOMP provides computer and network consulting, network and computer maintenance and monitoring, data security services, electronic health records and billing software and more. With 30 employee's all with varying skills, training, experience and backgrounds, and with almost 20 years' experience in working directly with independent medical practices, AZCOMP is well equipped and qualified to be a trusted technology partner for any medical practice.

Here's a recent picture of almost the whole team. The AZCOMP team love's helping to deliver phenomenal, to help practices succeed and get the most out of their technology.

21 Questions You Should Ask Your Computer Consultant Before Hiring Them to Support Your Network

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? Or, do they give you multiple options to get support (like phone, email, or online submission) to fit your own preferences? And, do they actually respond to your requests?

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 weekends. Why? Because many of the Providers, Practice Administrators & Executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating. We also provide alternate methods to submit requests for help. And most importantly, we always respond to every request. We never go missing when you need to get a hold of us.

Q2: Do they have a written, guaranteed response time to your calls?

Our Answer: We have written and guaranteed response times for varying levels of urgency written into every contract. We guarantee that we'll respond to emergency requests within 2 hours at the most, and we typically respond much quicker than this. We write this into our contracts so that our clients always know what to expect as a worst-case scenario, and then we over-perform.

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: Our technicians are trained to deliver PHENOMENAL service experiences, every time. We will take the time to have real conversations with you and explain everything in as simple of terms as possible to help you understand what is going on with your computers and network.

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: We conduct review meetings with our clients to look for new ways to help improve

their operations, lower costs, increase efficiencies and resolve any problems that may arise. Our goal with these meetings is to help our clients be more profitable, efficient and competitive.

Q5: Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?

Our Answer: Here's something to consider: if THEY cause a problem with your network that causes you to be down for hours or days or to lose data, who's responsible? Here's another question to consider: if one of their technicians gets hurt at your office, who's paying? In this litigious society we live in, you better make darn sure whomever you hire is adequately insured with both errors and omissions insurance AND workers' compensation – and don't be shy about asking to see their latest insurance policies or certificates!

True story: A few years ago, Geek Squad was slapped with multimillionaire-dollar lawsuits from customers for bad behavior by their technicians. In some cases, their techs were accessing, copying and distributing personal information they gained access to on customers' PCs and laptops brought in for repairs. In other cases, they lost a client's laptop (and subsequently all the data on it) and tried to cover it up. Bottom line: make sure the company you are hiring has proper insurance to protect YOU.

Q6: Do they provide employee training (to your own employee's) on how to identify and avoid emails and websites that are dangerous to your network?

Our Answer: Employees can be the number one threat to the security and health of a network. We provide education to all employees, so they know how to identify suspicious and potentially dangerous emails and websites. This is a service we provide because we are looking to help our customers in any way that we can. If it helps your network and computers to run better, then we're going to be doing it for you.

Maintenance of Your Network:

Q7: 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. The fewer problems you have, the happier you'll be and that is our goal. Most IT guys love when you have computer problems because it means more money for them. With us, when you have problems it means higher expenses for us. Our goal is to help you have zero problems and keep your business up and running at all times.

Q8: Do they provide you with a monthly 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, CPU usage, memory usage, etc.).

Q9: 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 electronic form at no additional cost. We keep this information up to date, giving you complete control over your network.

Side note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT 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!

Q10: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

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.

Q11: 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 when a technician has to come to your office – is that included?
- 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.)
- Is vendor management (like your internet service provider) included?
- What are the costs/consequences of early cancellation?
- What if you aren't happy with their services? Will they let you out of a contract if you're not satisfied?
- If the hardware and software is included, what happens if you cancel the contract?

- Are off-site backups included?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls? Or support to remote offices?

Q12: Do they INSIST on protecting the security of your network, and protecting you from cyber criminals, hackers and spyware, or is this an extra?

Our Answer: We absolutely protect and secure your network from hackers and other threats. With cybercrime, ransomware, malware, trojans and good old-fashioned viruses being as rampant as it is, cyber-security is an absolute must and is included with all our service agreements.

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. We make sure all our clients have an onsite & local backup to a backup server, and then everything is replicated off-site to a secure data center.

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 constantly monitor the backup systems for failures. We also 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 your data back.

Q15: Do they insist on making backups 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.

Technical Expertise and Support:

Q16: Do they understand your industry? Are they experts in Healthcare and intimately understand HIPAA compliance, protection of PHI and EHR software needs?

Our Answer: Yes; All services and products that we provide revolve around helping independent physicians and providers run a more efficient and effective practice. It is our purpose to empower independent practices to deliver the best care, and we do that finding and delivering the best products and services that make a difference in the lives and businesses of the providers we serve. We serve and support hundreds of providers in the Phoenix market, and thousands across the country.

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 they all work at our office in Mesa, AZ. We make sure the folks helping you are friendly, helpful and know how to deliver phenomenal experiences. 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 they have more than one technician with varying skill sets to ensure that you're covered in all situations, and can respond quickly even with many other customers?

Our Answer: We are staffed in a way that we can provide PHENOMENAL support to all our customers and always respond to all requests. Our technicians have varying skills, abilities, training, certificates and experience, which makes us able to provide consulting, and support a very wide range of situations.

Q19: Do their technicians arrive on time, dress professionally, and have high levels of personal hygiene?

Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally, are well groomed, 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 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.

Q21: When something goes wrong with your Internet service, phone systems, printers or other IT 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 technology problems for our clients, so they don't have to try and resolve any of these issues on their own – that's just good service and something many computer guys won't do.

The 4 Most Costly Misconceptions About Computer Maintenance and Repair

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 seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, 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 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 just 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!

If your computer support tech does not insist on some type of regular, automated monitoring or maintenance of your network, 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 rec-

commend 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.

Most 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.

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're 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 business since 2000 and have such a good reputation.

Misconception #4:

An honest computer support 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 soak you on the fees. 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 flat-rate, fixed-fee quote in advance so you don't end up getting burned – and NEVER take a phone quote!

4 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. 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 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 3 or 4 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.

3. Choosing a computer consultant who cannot remotely monitor, update and support your network. In this day and age, a computer consultant who doesn't do this 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 make fixing problems FASTER for YOU and help AVOID problems cropping up in the first place.
4. Choosing a computer consultant that doesn't specialize in healthcare. As you know, the healthcare industry is one of the most regulated industries. If your computer consultant doesn't get it when it comes to protecting PHI, HIPAA compliance, and how critical your EMR and PM software is to effectively run your practice (among other things), it is going to cause you trouble and cost you more in the long run. You should only trust your network and the protection of your data to a technology company that lives in the healthcare industry.

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 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.

The next step that any business that any business who is considering a new IT vendor should take is to have a detailed Network Health Assessment & Diagnosis performed. Performing an assessment will uncover all the critical details about your existing technology which will allow IT vendors to put together a diagnosis and action plan. On the following pages you'll find information on how to request a Network Health Assessment and Diagnosis from AZCOMP Technologies.

Network Health Assessment

As a prospective customer, we would like to offer you a Network Health Assessment and Diagnosis. Give us a call so we can have an introductory meeting to get to know each other to determine if we're a good fit for each other. Then, if we determine we're a good fit for each other, we'll schedule your network assessment. During this assessment we will perform a comprehensive audit of your entire network to look for potential problems, security loopholes, and other hidden problems that will cause the computers on your network to run slow, act funny, crash and lose data.

We will:

- Interview you and your staff to learn what you want to get out of technology and what your vision for your practice is. We'll also be able to learn what current issues you might be having with your current setup.
- Review your system backups to make sure they are working properly, and CAN be restored quickly in the event of a disaster.
- Check for security updates and patches to validate that your network really IS secure.
- Review your firewall and security settings.
- Check to make sure standard security policies are applied across your entire network.
- Check the integrity of your server and workstations 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 definitions and protection.
- 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.

Why Should You Care About This?

Because 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.

Tape backups have a failure rate of nearly 100% – that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

Because it is important to know all the details about your network before anyone can confidently recommend any sort of action plan to correct problems, optimize your network, and provide a clear plan that will help remove the stress and frustrations of technology from your business.

How to Request Your Network Health Assessment:

The most simple and effective way to get the process started is to just call us at (480) 730-3055 and ask to speak with our technology specialists about a network assessment. If you'd prefer not to call, you could also send us a quick email at ithelp@azcomp.com. Feel free to also go to our website at www.azcompit.com/networkassessment. Either way we'll get you scheduled for an introductory appointment right away!

We're looking forward to hearing from you!

Read on To Hear What Our Clients Have to Say:



“The combination of great people and a great system is what makes AZCOMP perfect for our Practice.”

“We have found that the best way to keep our computers updated and running smooth, and to keep our computers safe from viruses is to use AZCOMP. Their ability to keep my system safe provides our office with incredible peace of mind, and they do it consistently and constantly! With AZCOMP we have no problems and no downtime. We love AZCOMP!”

Dr. Ryan Brown, Prescott, AZ



“The Technology Solutions Provided by AZCOMP Has Made a Huge Impact on Our Practice”

“Since we first started working with AZCOMP in 2000, their technology solutions and IT support have made a huge impact in our practice. The IT services that AZCOMP provides has been so helpful to us. We rarely go down. We never have ransomware or anything bad on our system. We know and trust that AZCOMP has given us the best technology solutions to keep our system running smooth and our data safe. The entire company and all the personnel has been awesome to work with. We really enjoy how well everything is working all the time.”

Dr. Douglas Bailes, Glendale, AZ



“I Can Now Sleep at Night Without the Worry of IT Issues!”

“We started using AZCOMP as our IT service provider in early 2017 and I can now sleep without the worry of IT issues. We have used different computer companies in the past and AZCOMP is the first who meets all our needs and has resolved all our problems. Our computers and network work the way they are supposed to, and our network is secure. They are amazing!”

Priscilla Horning, Horning’s Accounting & Tax Service; Mesa, AZ



"I Always Talk About How You Guys Have Done Such a Wonderful Job"

"We first started working with AZCOMP in 2004 to help us with our IT needs and our electronic health records. I'm absolutely amazed at the level of service we've received over the years. I've worked with other big corporations for different help and nothing compares to having a company like AZCOMP taking care of everything. They just step up, get it done, make it work, and it is wonderful. With all the threats going on out there right now, we really need AZCOMP to protect us, protect our data, and maintain everything for us. They keep our network and information safe, and we have so little down-time, I can't compliment the team at AZCOMP enough."

Robert Bloomberg, MD; Tempe, AZ

"With AZCOMP, We Have a One-Stop-Shop That is Perfectly Suited for Us and I'm Just Ecstatic About It"

"We have been with AZCOMP since mid-2015 for Medisoft and EHR support. Late in 2017 we got going on their Managed IT Services plan, and now we use their VoIP phone system too. Our previous IT people weren't a good fit for us. They didn't know anything about EHR, and they were more geared towards dealing with much bigger companies. With AZCOMP, we have a one-stop-shop that is perfectly suited for us and I'm just ecstatic about it. AZCOMP is always available for us, they are just really good and work so hard to keep everything working great. They know and understand our needs and it has just simplified everything for me and my staff."

Dr. Pamela Dowell, Oro Valley, AZ

"AZCOMP's quick response, friendly & professional service, and healthcare expertise has increased office efficiency & been an enormous help to our practice."

"We turned to AZCOMP Technologies when we first implemented our EMR system. Everyone at AZCOMP is always willing to help educate us on IT matters so we understand the "why". The service, professionalism, education, and long-term company friendship that the staff provides has been such an enormous help for our practice. Our staff is confident in their operating portion of the EMR system which helps to make the office run efficiently."

Judy Cook, Glendale, AZ

"AZCOMP Is a Professional IT Service Firm with Great People That Go Above and Beyond."

"We've been using AZCOMP for IT services since 2009 and they are always willing to go above and beyond. They are professional, very helpful with everything, and take the time to explain things so I can understand. Their ticketing system is awesome too! I get status emails and phone calls letting me know I haven't been forgotten. If you're looking for a great IT firm that understands healthcare, don't look any further than AZCOMP."

Brooke Logan, Scottsdale, AZ