



The 4 Biggest Problems All Engineering, Environmental And Construction Companies Have With Their IT Systems, And How New Avalon Technology Solves Them All!

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From the Desk of William Williams

CEO, New Avalon Technology

Dear Decision Maker,

If you are working hard to manage a hectic schedule, with time-sensitive objectives, awash in critical projects, drowning in deadlines, dealing with constant site issues, and countless other problems, but find yourself constantly distracted and slowed down by IT Support issues such as 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 William Williams, CEO of New Avalon Technology, LLC. We specialize in IT systems and support for engineering, environmental, and construction companies. Our clients hire us when they want their e-mail, internet, and IT support to work 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 decision-makers, 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, Environmental, and Construction Companies Have With IT, File Sharing, E-mail, and NIST Compliance

1. **Problem #1: You Have Constant Problems With Large Files:** Whether it's trying to recover a critical project file that was overwritten, accidentally deleted, 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. **When they finally recover your file, it's an older version from weeks or days ago. This 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? How many times has your e-mail stopped working altogether because your mailbox is full? 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: NIST, CMMC, and FedRAMP Certification:** If you're doing business with the government (or just about doing business with anyone anymore) these regulations/certifications are staring you in the face. Are you compliant? How do I get compliant? Will I lose business if I am not compliant? The answer to the last question is a resounding YES. This is just another easily preventable problem. We have a process for auditing and certification. We will map out the process and help get you there. We will provide executive-level easy to understand reports!
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. We have a deep bench of 12 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. Our helpdesk is 24/7/365!

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. I'll send one of my senior technicians to your office to conduct a review of your computer network to reveal if your current system is set up to prevent these 4 big problems. Also looking for ways to enable you to work and communicate faster, protecting you from cybercrime, corrupt and lost files, slowness, and all 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 are 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 file sharing 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.

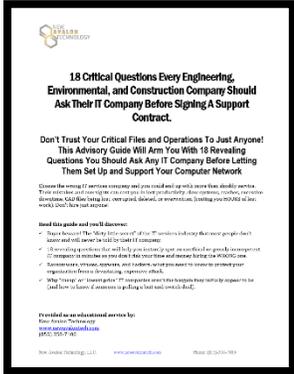
What To Do Next

To schedule your free IT Systems Assessment, please call my office at (855) 358-7100. You can also go online to www.newavalontech.com/assessment and complete the form or send me an e-mail to bill@newavalontech.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,

William Williams

William Williams, CEO, New Avalon Technology, LLC



Not Ready To Meet Just Yet?

Then at least allow me to provide you with a FREE copy of my new report, **“18 Critical Questions Every Engineering, Environmental, or Construction Company Should Ask Their IT Company Before Signing a Support Contract.”** 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.newavalontech.com/18questions



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

"Go-to partner", Very Trusted Partner!

I was introduced to New Avalon just a few years ago by a long-standing mutual personal relationship. We started working together soon after that initial meeting and now New Avalon has become a tremendous "go-to Partner" for QCM technologies. We have used and partnered with New Avalon on numerous projects now both locally and throughout the US. As our business has grown, New Avalon has become a very trusted partner we can utilize to the benefit of both organizations and our end Customers!! We look to continue this for many years to come...



Timothy Kinnerup
Vice-President of Sales and Business Development
QCM Technologies

"Very fast to respond", Safeguards to protect us!

We have been a customer of New Avalon since 2006. We have both had some growing pains over the past few years but recently New Avalon has been very fast to respond to our down systems and Issues That arise and get us backup and running. New Avalon has also worked with us to put in place new safeguards to protect us against outside threats. They have also implemented a system that allows us to work remotely, so much so that it is the same as if we were at the office. Recently we implement 3 new work stations, New Avalon stopped by and Picked up the laptops and reconfigured and moved over each of the individual's preferences with little disruption.

James Walker
Account Manager
Sun Automation Inc.



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"?