



# MONTHLY NEWSLETTER

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Serving Los Angeles and the San Fernando Valley

Providing comprehensive IT services for small businesses since 1997

## Special Points of Interest:

- How You Can Make SURE You Have The Right IT Service Company
- We Know That Choosing an IT Service Provider is Challenging...

### CHECKLIST FOR CHOOSING YOUR IT SERVICE COMPANY

- **Communication** - make sure you meet the staff that you would be working with. Do you communicate well with them? If you call because you need help, will it be somebody competent answering the phone or will it be somebody who can hardly speak English and lives on the other hemisphere?
- **Managed Services** - get a detailed list of all of the services that are included and which are excluded. Check how many free support calls are in the contract.
- **Size of Service Provider** - match the size of the service provider to your company. If they are too big, you are just a little fish in their pond; if they are too small, they may not be able to take care of all your needs.
- **Stability** - check how long has the IT company been in business? Get references from current customers.
- **Number of Service Providers** - Try to minimize the number of service providers. If you have one service provider for all your IT needs you can avoid a scenario where you find yourself managing several providers that point fingers at each other.
- **Service Level Agreements (SLAs)** - Make sure the service provider gives you realistic SLA for response times and understand what a response means. Is it a qualified resource attending to the problem, or administrative staff taking a call? 24x7 monitoring is easy to do but this will not help you unless you get somebody qualified working the problem in a certain amount of time.
- **Custom Maintenance Schedule** - is your service provider able and willing to cater to your needs? Can they provide a maintenance schedule that won't interrupt your ability to use your computer network during your regular business hours? If they are able to provide an evening and/or weekend maintenance schedules, do you have to pay extra for that?
- **Documentation** - your service provider should be willing to create and maintain complete documentation of your network.

## FREE NETWORK ASSESSMENT FOR ALL NEW CLIENTS!

We offer a limited amount of FREE network assessments for all new qualified clients.

If you have at least 5 employees, 5 desktops and 1 server, you qualify for this offer. Make sure you give us a call to reserve your FREE network assessment today!

**Call: 1-800-898-9110 TODAY!**

Remember numbers are limited!

PS: Did you know that most of our clients are with us for more than five years?

Here is what our clients have to say:

In ACSLA Inc., we have found a company we can trust with our critical systems.

During tax time, we need extremely fast and reliable help with our IT system seven days a week. ACSLA Inc. has proven over the years they can deliver.

Robert LaRue  
Partner LCMT CPA  
Woodland Hills

### What to do about SPAM?

Here are some simple insider tips what to do about the huge amount of spam that you get every day.

- Do not post your personal email address on your website - create a non personal one like ours - [info@acsla.com](mailto:info@acsla.com). You will still receive spam but at least not in your own mailbox.
- Do not enter your personal email address for newsgroups or similar sites. Create an extra email address that you can delete if you get spam.

There are more ways to eliminate spam. Ask us and we can help!

### Hey... want to make \$100?

This is easy money for you when you refer a business associate to ACSLA Inc.

Every referral that becomes a customer is money in your pocket.

Here is how it works:

1. Have them call: 1-800-898-9110
2. Tell them to give us your name and address (as it appears on your invoice) and phone number. This is so we can make sure that we credit the \$100 referral fee on your next invoice.

All referrals are subject to approval. New clients must have at least 5 desktops. A referral becomes a client as soon as a Managed Service Agreement is signed.