IT Buyers Guide

THE Garam Group

The Central New York Small Business Owner's Guide To IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Small Business

How To Cut Through The Confusion Of IT Contracts, Services And Pricing To Help You Choose The Right Company

Inside this guide, you'll discover:

- ✓ The 3 most common ways IT companies charge for their services, and the pros and cons of each.
- ✓ A common billing model that puts most of the risk on you, and why it's worth steering clear of.
- ✓ The exclusions, hidden fees and fine-print clauses that can appear in IT contracts, and what to look for.
- ✓ 5 ways lower-priced IT firms can understate the true cost of their services in their contracts.
- ✓ 18 important questions to ask your IT support firm before you sign anything.

Never Ask An IT Services Company, "What Do You Charge For Your Services?" Instead, Make Sure You Ask, **"What Will I *Get* For My *Money*?"** And Know What To Look For And What To Avoid



From the Desk of: Dan Napolitano
Founding Partner
The Garam Group

Dear Colleague,

The first question most prospective clients ask when they call our office is "What do you guys charge for your services?" It comes up so often that I decided to write this report. Choosing your IT company on fees alone – or even making fees one of your top criteria – can lead to overpaying, frustration and risks you didn't see coming, even when the price looks lower at first. Here are 3 reasons why:

1. Unlike most industries, there is no such thing as "standard" pricing for IT services companies, even though most of the services look the same. That's why you can't compare IT providers on 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. There are a few things about IT service contracts and SLAs (service level agreements) that can make some IT firms' fees look lower than they really are, and can leave you more exposed to cyber-attacks. Most business owners don't know what to look for, what questions to ask, or what skimping on backups, cyberprotections and disaster recovery can really cost them. That's why it helps to understand this before you decide, and I'll show you how.

3. I wrote this to help business owners pick the ***right*** IT services company for their situation, budget and needs, based on the ***VALUE*** the company delivers, not just the price, high OR low.

My goal is simple: to help you make the most informed decision possible, so you end up with someone who solves your problems on a timeline and budget that work for you.
Dedicated to serving you,

Dan Napolitano, Founding Partner
The Garam Group

About The Author



At the helm of The Garam Group, **Dan Napolitano** stands as an accomplished technology and organizational leader with a proven track record of driving innovation and shaping a safer digital world for his clients. Dan's unwavering commitment to integrity and excellence serves as a guiding light for his team, fostering a culture where these values are not only embraced but consistently delivered to their clients, ensuring trust, reliability, and outstanding service.

Dan's journey into the realm of IT began at a Fortune 500 telecommunications company where he quickly established himself as an innovator who could bridge the gap between intricate technology and a nontechnical user community, enabling the organization to effectively leverage their technology platform to further their organizational goals.

He founded The Garam Group, a managed IT services firm dedicated to providing enterprise-level technology services to the SMB market. The Garam Group's services are designed to help clients effectively manage their technology infrastructure, streamline their operations, and achieve their business objectives.

Dan has a proven ability for demystifying complex IT concepts, making them accessible to both experts and laypeople alike. His engaging and informative consultations have helped countless organizations gain a deeper understanding of their technology landscape.

Dan Napolitano is a strong advocate for digital security and ethical practices in technology. His tireless efforts to help business leaders understand cybersecurity threats and promote responsible technology usage are a testament to his dedication to a safer, more secure digital world.



Comparing Apples To Apples: The Predominant IT Services Models Explained

Before you can fairly compare the fees, services and deliverables of one IT company to another, you need to understand the 3 main pricing and service models. Some companies blend all 3. Others stick to just one. The 3 main models are:

Time and Materials (Hourly).



In the industry, we call this "**break-fix**" services. You pay an agreed-upon hourly rate for an engineer to "fix" the problem when something "breaks." What you pay depends on the provider and how complex the problem is, but most charge in the $150 - $250 range.

With this model, you may be able to negotiate a discount by buying a block of hours. The work can be as small as fixing a specific problem (like slow Wi-Fi or an e-mail issue) or as big as a software upgrade, a cyber protection rollout or even an office move. Some companies also offer staff augmentation and placement under this model.

VARs (value added resellers) are similar. They typically do IT projects for organizations that already have internal IT departments. They're called "value added" because they resell hardware (PCs, firewalls, servers, etc.) and software, then add the "value" of installation, setup and configuration. VARs typically serve larger organizations. Over the last decade, fewer VARs have stuck around, as many have moved to the managed IT services model.

Managed IT Services (MSP, or "Managed Services Provider").



This is where the IT company, called an MSP, takes over as your fully outsourced IT "infrastructure." That includes things like:

- Troubleshooting IT problems.
- Setting up and supporting PCs, tablets, Macs and workstations for new and existing employees, on-site and remote.

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- Installing and setting up applications like Microsoft 365, Google Workspace, SharePoint, etc.
- Setting up and managing the security of your network, devices and data to protect against hackers, ransomware and viruses.
- Backing up your data and helping you recover it after a disaster.
- Providing a help desk and support team for employees with IT problems.
- Setting up and supporting your phone system.
- Monitoring and maintaining the health, speed, performance and security of your network every day.

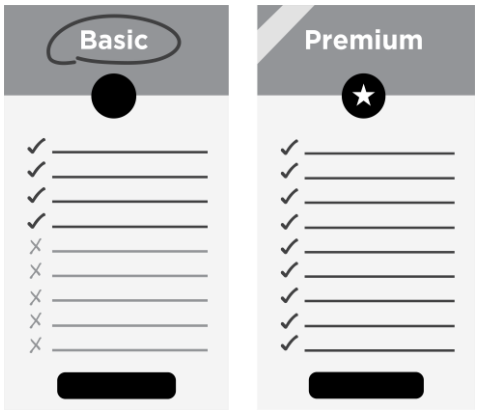
In addition to managing your IT, a good MSP will give you an IT Roadmap and a budget for the projects needed to further secure your network and improve the stability and availability of critical applications. They'll also make sure your IT systems comply with data protection laws and standards (HIPAA, FTC Safeguards, PCI, NIST, etc.) and that your cyber protections meet the standards of any cyber insurance plan you have.

These projects aren't part of routine, day-to-day maintenance. They're planned in advance, based on your growth, risk tolerance, operations, unique business model, etc.

Vendor-Supplied IT Services.

Many software companies and vendors offer pared-down IT support for their customers, such as a help desk or remote support, for an extra fee.

But these are typically scaled-back services, limited to troubleshooting their own software, NOT your entire network and every application and device connected to it. If your problem lives outside their software or the server it's hosted on, they're often unable to help and may point you to "your IT department." It's often smart to buy a basic support package for a critical software application you use to run your business (often called a "line-of-business" application), but it won't give you the full IT services, cybersecurity, backup and employee (end-user) support most businesses need.



As a small or midsize business outsourcing your IT support, you'll most likely choose between two models: managed services and "break-fix." Next, we'll look at the pros and cons of each, then the typical fees for both.

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Managed IT Services Vs. Break-Fix: Which Is The Better, More Cost-Effective Option?

The advantage of break-fix services is that you only pay for IT support when you need it, without being locked into a monthly or multi-year contract. If you're not happy with the service you're getting, you can change providers easily. If you're a micro-business with only a few employees, very simple IT needs where you don't experience a lot of problems and don't host or handle sensitive data (medical records, credit cards, Social Security numbers, etc.), break-fix might be the most cost-effective option for you.





However, break-fix has real downsides if you're not a micro-business and are attempting to grow in revenue, staff and clients, or if you handle sensitive, "protected" data. Here are the 6 biggest:

1. **Break-fix can get expensive.** Costs climb quickly when you have multiple issues or a major problem (like a ransomware attack). Because 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 AND had systems in place to recover files or prevent problems from escalating.

2. **Paying hourly tends to work in your IT company's favor, not yours.** Under this model, the IT consultant may assign a junior (lower-paid) engineer to work on your problem who may take two to three times as long to resolve an issue that a more senior (and more expensive) engineer may have resolved in a fraction of the time because the billing model gives little incentive to resolve problems quickly: more time spent means more time billed.

3. **You are more likely to have major issues.** One of the main reasons businesses choose a managed services provider is to prevent major issues from happening. As Benjamin Franklin famously said, "An ounce of prevention is worth a pound of cure." The smart way to avoid disasters and minimize the cost and damage is to prevent them from happening in the first place, rather than hoping they won't happen.

4. **You may find it hard to budget for IT services** and, as already explained, you could end up paying more in the long run if you frequently need urgent "emergency" support.

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5. **You may not be a priority for the IT company.** Most IT firms put their contract clients first, so break-fix clients are often called back last and fit in when time allows. That can leave you down for days before anyone addresses your problem. And without a contract, the IT company has less incentive to find the root causes of your issues, which can lead to more problems and higher costs.

6. **Your data may be unprotected.** If no one is actively maintaining the security of your network and data, your risk of a security incident rises significantly. Most people underestimate the cost and damage of a ransomware attack. Operations can shut down, and client contracts, private e-mails, company financials, employee payroll and other sensitive data can end up in the hands of criminals who may expose your employees' and clients' confidential information.

   Assuming you're safe because "nobody wants to hack us" or "we're 100% in the cloud" is a common and risky misconception. Without a professional IT company monitoring and maintaining your security, you're far more likely to face significant financial losses, reputational damage and lost clients.

For all these reasons, hiring an MSP to manage your IT environment for an agreed-upon monthly budget is, by far, the most cost-effective option for most businesses with 10 or more employees, or who handle critical operations and sensitive data and are risk-averse.

What Should IT Services Cost?

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

We are providing this information to give you a general idea of what most MSPs and IT services charge and to help you understand the wide differences in service contracts that are worth understanding before you sign. 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.

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between $150 - $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.



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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 ask for 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.

- **A fixed budget and time frame for completion.** Agreeing to this up front aligns both your agenda and the consultant's. Be cautious about 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 shouldn't have to cover the cost of a consultant underestimating a job. A true professional knows how to take into consideration those contingencies and bill accordingly.



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 per month to $249.73 per month – and those fees are expected to rise due to constant inflation and a tight IT talent labor market.

As with most services, value tends to track price. "Operationally mature" MSPs typically charge more because they are more disciplined and capable of delivering cybersecurity and compliance services than smaller, lower-priced MSPs.

They also include CIO (chief information officer) services and dedicated account management, have better financial controls (so they aren't running so lean that their stability is at risk) and can afford to hire and keep knowledgeable, qualified engineers rather than relying on junior engineers or outsourced labor.

To be clear, 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, it's worth asking what they may not be providing or including to keep the price so low. Often the quality of service isn't what you would expect.

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5 Ways "Cheaper-Priced" IT Firms Can Mask The True Cost Of Their Services In Their Contracts

As we said previously, no two IT services agreements are alike, and unless you are technically savvy (and most C-level executives aren't), you won't really know if what you're being quoted is insufficient, overpriced or even underquoted.



The "cheapest" or lowest-priced IT provider can end up costing you a lot more due to carve-outs and extra fees in their contracts, or from inadequate solutions you'll later need to pay to upgrade.

Here are the 5 most common things "cheaper" IT companies leave out of their proposal to make themselves appear cheaper – but those companies may not be the bargain you might think they are.

1 When I have an IT problem, how do I get support?

Our Answer: When a client has a problem, we "open a ticket" in our IT management system so we can properly assign, track, prioritize, document and resolve client issues. However, some IT firms force you to log in to submit a ticket and won't allow you to call or e-mail them. This is for their convenience, not yours, and it can become a real inconvenience for you. While a portal is a good option, it should never be your only option for requesting support.

Also, make sure they have a reliable system in place to keep track of client "tickets" and requests. If they don't, requests can easily get overlooked or forgotten.

Requesting support should also be easy for you. So be sure to ask how you can submit a problem to their support desk for resolution. We make it easy. Calling, e-mailing or submitting a ticket via our portal puts your IT issue on the fast track to getting resolved.

2 Do you offer after-hours support, and if so, what is the guaranteed response time?

Our Answer: Any good IT company will answer their phones live (not voice mail or phone trees) and respond from 8:00 a.m. to 5:00 p.m. every weekday. But many CEOs and executives work outside normal "9 to 5" hours and need IT support both nights and weekends. Not only can you reach our after-hours support any time and any day, we guarantee a response time within 15 minutes for after-hours problems marked "emergency," such as a network being down or a critical problem that is significantly impacting your ability to work.

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

This is another area that takes many business owners by surprise: some IT firms charge extra for on-site visits and after-hours support. With us, on-site support is included and unlimited; only after-hours work is billed separately. Whatever provider you choose, make sure you understand what is and isn't included in the service agreement you're signing.

4 Limited Vendor Liaison And Support.

Some IT firms will charge you hourly to resolve issues with your phone system, ISP, security cameras, printers and other devices they didn't sell you but that still reside on the network (and give you technical problems). As a client of ours, you get all of that included, without extra charges.

5 Less Experienced Engineers And No Dedicated Account Managers.

Many of the smaller MSPs will hire engineers under a 1099 agreement or find less experienced engineers to work on your network and systems. Obviously, the more experienced and knowledgeable an engineer is on networking and, more specifically, cybersecurity, the more expensive they are.

Smaller MSPs also can't afford dedicated account managers. That leaves you relying on the owner, who is already stretched thin, to spot emerging problems, schedule critical updates, and plan your upgrades and budget. Good account management means building and managing your IT budget, keeping a custom technology roadmap, and routinely reviewing compliance and security so nothing slips through the cracks.

Comparing Providers Fairly. Two proposals can look very different in price and still not be comparable, because the difference often comes down to what's included.

Before you decide, read the service level agreement (SLA) closely. It should clearly define:

- The services the provider will deliver
- Guaranteed response times, for both minor issues and major outages
- Which fees are extra, such as on-site visits or after-hours support
- Contract terms and renewals
- Cancellation terms, including how you can exit if the services aren't delivered as promised
- Liability protection, for both parties
- Payment terms

A clear agreement up front makes every later conversation with your provider easier.

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The following are 18 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 this in writing.

18 Questions You Should Ask Your IT Services Firm **Before** Signing A Contract

Customer Service:

Q1 Do you have a written, guaranteed response time for working on resolving your problems?

Our Answer: Response times vary by provider, and many offer a target of 30 to 60 minutes during business hours. What matters is that the commitment is in writing. Our written, guaranteed response time for a critical (Priority 1) issue, such as a major network outage, is 15 minutes. A good IT firm should also be able to show you statistics from their PSA (professional services automation) software, where all client problems (tickets) get responded to and tracked. Ask to see a report on average ticket response and resolution times.

Q2 Will I be given a dedicated account manager?

Our Answer: Smaller firms often can't offer a dedicated account manager, so the owner usually takes on that role. That can work well at first, but the owner is also running the business, which leaves little time for the bigger picture. With us, you'll have a dedicated account manager who knows you, your business, and your goals. They help plan your IT budget, keep your technology roadmap current, and regularly review your security and compliance, so your technology supports where you're headed.

Q3 Do clients rate your service with "thumbs up" or "thumbs down"? Can I see the results?

Our Answer: If they don't have a feedback system, ask how they measure service quality and accountability. If they do, ask to see the actual scores and reporting. It's a good indicator of the service you can expect. We're proud of our client feedback scores and are happy to share them with you.



IT Maintenance (Managed Services):

Q4 Do you offer true managed IT services and support?

Our Answer: Look for an IT company that proactively monitors for problems and performs routine maintenance on your systems. If a provider doesn't offer this, it's worth asking how they plan to prevent issues rather than just respond to them. Our remote monitoring system continuously watches your network for developing problems and security issues, so we can address them early, before they affect your team.

Managed Services Agreement:



Q5 What is NOT included in your managed services agreement?

Our Answer: It's worth asking exactly what is not included in your monthly managed services agreement, because that's what can trigger an additional invoice. Even an "all-you-can-eat" plan usually has limits, and you'll want to know what they are before you sign.

Projects are commonly billed separately, such as a server upgrade, moving offices, adding new employees, and the software and hardware you need to purchase.

Other things to inquire about are:

- Do you offer truly unlimited help desk? (Make sure you won't be billed for every call.)
- Does the service include support for cloud services, such as Microsoft 365?
- Do you charge extra if you have to resolve a problem with a line-of-business application, Internet service provider, phone system, leased printer, etc.? (Look for an IT company that takes ownership of the problem rather than passing it along. We coordinate directly with the vendor or software company on your behalf.)
- What about on-site support calls? Or support to remote offices?
- If our employees had to work remotely (for example, during a shutdown or severe weather), would you support them on their home PCs, or would that trigger a bill?
- If we experienced ransomware or another disaster (fire, flood, theft, severe weather, etc.), would rebuilding the network be included in the service plan, or considered an extra project we would pay for? (Ask for the answer in writing, so you know up front how a disaster recovery would be handled and what it would cost.)

Our managed services agreement is designed for transparency. We explain what is included, answer your questions clearly, and keep the conversation going about your account, priorities, and technology roadmap.

Technical Expertise And Service:

Q6 Is your help desk local or outsourced?

Our Answer: It's worth asking whether your help desk is handled by a local team or outsourced. With an outsourced desk, the engineer who picks up may not know you, your network, your past issues or the way you like to work. That can mean more time spent explaining things, slower fixes, and the same problems coming back.

Our approach is different. Our engineers know your account, your history and your preferences, and they can come onsite when it helps. Because they already know how you like things done, they can usually resolve issues faster and get it right the first time.

Q7 How many engineers do you have on staff?



Our Answer: It's worth asking how many engineers a company has on staff. A small firm with only one or two engineers, or one that outsources this role, can have a hard time covering sick days, emergencies and vacations. We have plenty of full-time engineers, so someone is always available to help you.

Also ask how they document fixes, changes and credentials for your organization. Good documentation means another engineer can step in and already know your network settings, history and past issues, so you aren't starting over and mistakes are less likely.

Q8 Do you include network documentation as part of the plan, and how is it maintained?

Our Answer: Network documentation is a set of detailed technical records about the assets you own (computers, devices, software, user profiles, passwords and so on) and how your network is set up, backed up and secured. Any IT company should be glad to provide this on request, in paper or electronic form, at no additional cost.

Why does it matter? Two reasons:

First, it protects you. No IT provider should be the only one holding the "keys to the kingdom." Because we document your network assets and passwords, you always have a blueprint you can hand to another IT person or company if you ever need to.

Second, good documentation helps our engineers resolve problems faster. They can go straight to what they need instead of searching for accounts, hardware and software licenses.

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Q9 Do you meet with your clients quarterly as part of your managed services agreement?

Our Answer: To us, there's nothing more valuable than strategic review time with our clients. That's why we meet with every client at least quarterly (sometimes more often) for a "technology review."

In these meetings, we update you on your projects and on the health and security of your network. We also recommend equipment and upgrades you'll likely need soon or down the road. These are business conversations, not "geek-speak." We talk openly about your goals, IT budget, critical projects, compliance needs, known problems and cybersecurity best practices.

Our goal is to help you improve operations, lower costs, increase efficiency and keep your team productive. It's also your chance to tell us how we're doing and to discuss upcoming projects.

Q10 What does your onboarding process look like, and how long until we're fully up and running?



Our Answer: A good IT partner should have a clear, documented plan for your first 30 to 90 days. That should cover gathering your network details, securing your systems, setting up monitoring and backups, and getting to know your team.

We follow a structured onboarding process so you know what's happening and when, and so you start seeing results early. We invest this effort up front because we're building a long-term relationship.

Backups And Data Recovery:

Q11 Do they insist on immutable backups for your data?

Our Answer: The standard to look for is an "immutable" backup, which means your backup data can't be changed or corrupted. This matters because ransomware is designed to go after backups, so the attacker can leave you with no choice but to pay for your data back. It's also why many cyber insurance policies now require immutable backups. A good IT partner should know about this type of backup and recommend it for your business.

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Q12 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 run a monthly "fire drill," performing a test restore from backup for our clients so we know their data can be recovered if an emergency ever happens. A backup is only useful if it works, and the best time to find that out is well before you need it.



Q13 Do they insist on backing up your network before performing any type of project or upgrade?

Our Answer: Yes. We always back up your network before starting a project or upgrade. It's a simple precaution that protects you if a hardware failure or software glitch causes an unexpected problem.

Q14 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 quickly and/or enable you to work from a remote location?

Our Answer: Yes. Every client receives a written disaster recovery plan that documents exactly how we will restore their network and get them back up and running if something goes wrong.



Support And Accountability:

Q15 Is their help desk U.S.-based or outsourced to an overseas company or third party?

Our Answer: We provide our own in-house help desk, staffed by friendly, supportive people who are part of our team. We believe this is one of the most important parts of good customer service, and it also helps keep your data in trusted hands.

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Q16 Do their engineers conduct themselves in a professional manner?

Our Answer: Our engineers are true professionals. They're friendly and polite, and they're trained in customer service and clear communication. They explain things in plain English, with no "geek-speak" and no talking down to you. When they're on-site, they represent our company professionally, because we believe that's the minimum standard for good service.

Q17 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 any problems you're having and make sure these applications work smoothly for you.

Q18 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 believe we should own the problem for our clients, so they don't have to try to resolve these issues on their own. That's what good service looks like, and it's something not every IT provider offers.

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Ready For More Dependable IT Support And Fewer IT Problems?

Give Us A Call To Get The Reliable IT Support You Need And The Responsive, Honest Service You Want

If you want to find an IT company you can trust, the next step is simple: call us at 315-473-9600 and mention this guide to schedule a brief 10- to 15-minute phone consultation.

You can also schedule online at www.garamgroup.com/discoverycall.

On this call, we'll talk through your situation and any concerns you have, and we'll answer any questions about us. If you feel comfortable moving ahead, we'll schedule a convenient time to conduct our Network Assessment.

This Assessment can be conducted with or without involving your current IT company or department (we'll share the details on our initial consultation call). **At the end of the Assessment, you'll know:**

- ✓ Whether your IT systems and data are properly protected against hackers and ransomware, and where any gaps may be.
- ✓ Whether your backups are *actually* designed to withstand ransomware, which often goes after backups first, so you can recover your data quickly if an attack happens.
- ✓ Whether you're meeting the compliance requirements that apply to your business, and where you may have gaps.
- ✓ How you could lower your overall IT costs while improving communication, security, performance and employee productivity.

Fresh eyes see things that others cannot, so at a minimum, our free Assessment gives you an independent, third-party check on the security, stability and efficiency of your IT systems. There's no cost and no obligation. We're here to earn your trust and show you a better way to get the IT support you need.

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Dedicated to serving you,

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See What Other Business Owners Are Saying:



As a department that depends heavily on technology to keep our community informed and safe, any technology outages need immediate attention. After experiencing two significant outages, The Garam Group was the IT services company we turned to. They have since provided an IT solution we can depend on. One of the largest benefits has been the response time regarding issues that arise with our computer systems. The Garam Group is always available and responds within minutes to work on any problem that we are experiencing. We are always kept up to date, so we have built a trust that they will see a problem through to the best resolution, efficiently. Additionally, The Garam Group took the time to know us. When calling on the phone, or seeing staff in person, their staff know us all by name, which shows how dedicated they are. Everyone is always courteous and attentive to our needs. You will not regret the decision to go with The Garam Group!

– Captain John Brewer | Village of Ilion Police Department



We are in a very exciting time in our company with expansion and taking on new opportunities! Our staff needed IT support and phones that could keep pace with our changing environment. These changes do not overwhelm Garam, which has helped us to stay proactive instead of reactive with our decision-making. Creating a process where my staff can connect and resolve IT issues quickly has been a game changer for us. We like working with the team at Garam because they take the time to tailor their solutions to our unique requirements rather than offering one-size-fits-all suggestions. Their team also possesses a wide range and deep knowledge of technologies and trends, ensuring that we stay ahead in a rapidly evolving IT landscape. We have acquired many entities along the way, and at every turn Garam has been right there with us. Choosing The Garam Group means you are not just getting an IT service provider; you are gaining a strategic partner who will contribute to your company's growth and success by ensuring your technology infrastructure is robust, efficient, and future-proof.

– Joe Verdi, Owner & Operator | A-Verdi Storage Containers



Coming from an extremely demanding workplace, I am in need of IT support that is immediate and a team that understands that we have short windows of time to get problems resolved. Garam has built an incredible relationship with my staff, and provides follow through and thoroughness that help me to know that we are taken care of, up to date, and don't have to worry about our IT. Any medical practice would benefit from working with these IT professionals.

– Tabatha Dona, Office Manager | Syracuse Gastroenterological



When we were moving our business, I met with Garam Group, and it was nice to know all would be taken care of for me. It was a peace of mind for me, as I struggle with technology to begin with, so knowing I could place the responsibility in capable hands was reassuring. I am happy to say that two years later things are still running smoothly, and I never worry about my system. Even if there is a blip here and there, the issue is diagnosed and addressed promptly.

– Barb St. Pierre, Co-Founder & Owner | Trillium Sport & Fitness