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## Frequently Asked Questions

### **1. We're busy here - how long will this assessment take?**

Encompass uses an automated web tool to gather information onsite; the process to run the tool and collect the information is roughly five minutes per system. We take that raw data back to our office and produce a finished report for your review in just a few days.

### **2. What happens to the information about my network that you collect?**

EncompassIT will turn over all copies of the raw data to you upon completion of the written assessment and will retain raw data only at *your* instruction for future use and assessment. Encompass does not resell or voluntarily share data with other companies or agencies.

### **3. What do I gain by having an assessment?**

What you get is an easily digested summary of your company's current IT structure that highlights areas of concern – security, stability and performance. This summary is prepared in consultation with seasoned IT professionals and will contain advice on a broad range of IT matters; advice for which you would normally pay a significant cost.

### **4. What's my obligation after I have the report?**

Nothing at all. Obviously EncompassIT wants to work with you in future and we believe we offer a compelling value to growing organizations like yours – but we are not a high pressure sales outfit and you are free to take our report and do with it what you will. Our report gives you a roadmap to move forward but it does not lock you in to one vendor or a particular budget / timeframe; you'll choose when – or if – you proceed.

### **5. Nothing is “free” – why would EncompassIT offer to do this without billing me?**

Let's be clear: we want to work with your company in future. But we know that simply telling you “we're good at what we do and we can save you money” is a message you hear from everyone all the time. So we're willing to *prove* ourselves valuable to you at our own expense before we ask you to trust us with a penny of your hard-earned revenue. There is no high-pressure follow up and no obligation for an assessment but we think that by presenting you with a clear path and a no-nonsense plan, you'll at least consider using our services in future.

### **6. Who is EncompassIT?**

EncompassIT is a group of experience IT specialists with diverse skill sets who have come together to offer a full suite of services. Our areas of expertise include software and database development, web sites and marketing, hardware sales and support, on-site services and consulting. Essentially EncompassIT is an IT 'general contractor'; we provide a simple, single point of contact for virtually any technology-related concern.