21

Critical
IT Security
Questions

What Every Business Owner Must Know About Hiring An Honest, Competent, Responsive And Fairly Priced IT/Managed Services Provider

This Business Advisory Guide Will Arm You With
21 Critical Questions You Should Ask Any IT Consultant
Or MSP (Managed Service Provider) Before
Giving Them Access To Your IT Systems

Read this guide and you'll discover:

- The "dirty little secret" of the IT support industry that most people don't know and your IT guys will tell you (this will surprise you).

- 21 questions to quickly identify unethical or incompetent IT support.

- 4 costly misconceptions most business owners have about IT & Managed Services and what you need to consider when selecting the right MSP (Managed Services Provider) firm.

- Protect your business from hackers, ransomware, and data theft with critical insights. What you absolutely must know to protect yourself from a costly, devastating ransomware attack.

February 1, 2025
From the Desk of: Erick Grau
Founder & CEO
Chibitek

Dear Fellow Business Owner or Executive,

Choosing the right IT company can be a nightmare.. Pick the wrong one and you could end up locked into a contract where frustrations and costs mount as you get hammered with constant IT problems and horrible service.

But choose the right IT partner, and you'll gain peace of mind knowing your business and data are secure. The problem is, all IT companies and MSPs sound great on paper – promising to be proactive, responsive, and professional. How can you tell who's truly reliable before handing over the "keys" to your company's network?

You can't! That's where this guide comes in. We want to empower business owners to avoid the costly frustrations and losses that come with hiring the wrong IT firm, simply by asking the right questions upfront. We've seen the horror stories of incompetent "IT gurus" causing more problems than they solve due to negligence, underqualified staff, and poor cybersecurity. I bet if you asked your friends and colleagues, they could tell you countless horror stories about their own experiences with bad IT support.

The IT industry isn't regulated, so anyone can claim to be an "IT expert". That's why you need to be extra careful and informed. As a consumer, you must be extra careful about who you choose for IT support and use the information in this report to protect yourself.

We've seen the damage caused by misleading information, unqualified technicians, poor management, and terrible customer service firsthand – countless clients have turned to us to fix the disasters left by other "IT Guys" or IT providers. Trust me, being originally from NYC - We've seen it all!

Dedicated to serving you,

Erick Grau

About The Author

Before launching Chibitek, I spent nearly a decade as Director of IT at a multi-billion-dollar hedge fund, leading teams across the United States, Europe, and Latin America. After that, I had the privilege of working at Apple, where I gained invaluable insights into technology, innovation, and user experience.

My journey, however, started in a very different place—NYC's underground music scene in the early 1990s. I worked as a DJ and sound engineer in legendary clubs like CBGBs, The Cat Club, The Ritz, and The Limelight, mixing sound for iconic bands such as The Ramones, Fishbone, and Murphy's Law. While my career eventually shifted toward IT and business, my passion for music never faded. I have an ongoing obsession with vinyl records, constantly expanding my collection, especially in jazz. Live music remains a huge part of my life, and I take every opportunity to discover new artists and performances.

Beyond technology and music, I'm deeply involved in my community, particularly in education. I currently serve as the Technology Director for my children's school HSA board, ensuring technology enhances the learning experience. In 2024, I was elected to the Leonia Board of Education, where I work to support students, teachers, and families. I'm also honored to have been a co-author of Hispanic Stars Rising: Volume V, sharing my journey as a Latino entrepreneur.

21 Questions to Ask Before Hiring
an IT/MSP Company

Customer Service:

Q1 When I have an IT problem, how do I get support?

Our Answer: When a client has a problem, we ensure it's properly assigned, tracked, prioritized, documented, and resolved. However, some IT firms force you to log in to a portal to submit a request and some don't allow calls or emails. This is for their convenience, not yours. Trust me, this will become a major hassle. While a portal can be useful, it should never be your only option.

Also, ensure they have a reliable system to track client requests, not a spreadsheet!. Without one, your needs can easily get overlooked. Requesting support should be simple.

Asking for help should be EASY, forget outdated ticketing systems! At Chibitek, we primarily use Slack and Microsoft Teams for real-time communication and faster issue resolution, while still supporting email and phone for your convenience. In our experience, 95% of issues are resolved quicker via chat.

Q2 Do you offer after-hours support, and if so, what is the guaranteed response time?

Our Answer: Any reliable IT partner should respond promptly during business hours—but what about after-hours? We know business doesn't stop at 5 PM, and neither do IT emergencies. That's why we offer 24/7 after-hours support, with guaranteed response times based on your chosen support package — 2 hours or less for normal issues, and within 15 minutes for emergencies that impact your ability to work.

Q3 Do you have a written, guaranteed response time for working on resolving your problems?

Our Answer: Our guaranteed response time is 5 minutes or less via chat during business hours, 15 minutes or less for emergencies, and 2 hours or less for other critical issues. We prioritize real-time support through Slack and Microsoft Teams, seamlessly integrated with our tracking system to ensure efficient logging, monitoring, and resolution of every request. We're happy to provide reports on our average response and resolution times upon request. Be very wary of someone who doesn't have a guaranteed response time IN WRITING!

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Q4 — Will I be given a dedicated account manager?

Our Answer: Yes, you will have a dedicated account lead who understands your business, goals, and IT environment. Unlike traditional MSPs that assign sales-driven account managers, we believe your point of contact should be a technical expert—someone who truly understands your challenges and urgencies, not someone focused on upselling. From your first call to final resolution, you'll work with a consistent, knowledgeable team member who ensures your IT needs are met proactively.

Q5 — Do you have a feedback system in place for your clients to provide "thumbs up" or "thumbs down" ratings on your service? If so, can I see those reports?

Our Answer: Yes, we have a client feedback system in place and take customer satisfaction seriously. We regularly send out surveys to both end users and Points of Contact (PoCs) to gauge our performance and ensure we're meeting expectations. We're proud of our positive client feedback scores and are happy to share them with you. To encourage valuable input, we also reward participants with gift cards as a token of appreciation for their time and insights.

IT Maintenance (Managed Services):

Q6 — Do you offer true managed IT services and support?

Our Answer: Yes, we provide true managed IT services and support for both macOS and Windows environments. As a member of the Apple Consulting Network for over two decades, we have deep expertise in managing Apple and multi-platform environments.

Our proactive approach ensures your IT systems are constantly monitored and maintained. Our remote network monitoring system actively scans for developing issues, security threats, and potential disruptions—allowing us to address problems before they escalate. If an IT provider doesn't offer this level of proactive management, we strongly recommend looking elsewhere.

Q7 — What is NOT included in your managed services agreement?

Our Answer: Another "gotcha" many IT companies fail to explain upfront is what's NOT included in their managed services agreement—leading to unexpected invoices. The so-called "all-you-can-eat" support is RARELY unlimited, and there are always exclusions. It's critical to know exactly what's covered and what isn't before signing.

It's common for projects—such as server upgrades, office relocations, major system migrations, and employee onboarding—to fall outside standard support. Additionally, hardware and software purchases are typically separate expenses. However, every IT provider defines what's included and what's billable differently, so it's essential that they present it in a clear and transparent way.

If the agreement is unclear or overly complex, chances are it's hiding costly surprises. A trustworthy IT provider will outline all exclusions upfront, in plain language, with no fine print gimmicks.

Here's an important question to ask: If your business suffered a ransomware attack, would the recovery costs be covered under your contract, or would you face an unexpected bill? Recovering from a cyberattack often requires hours of expert-level IT work, and those costs can add up quickly. Make sure you get a clear answer before signing—being blindsided by a massive invoice during a crisis is completely unacceptable.

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Technical Expertise And Support:

Q9 **How many engineers do you have on staff?**

Our Answer: Chibitek has a dedicated team of engineers to ensure seamless support, so you're never left waiting due to vacations, sick days, or emergencies. Unlike small, one-person IT firms or those that outsource critical roles, we have the staffing and expertise to provide consistent, high-quality service.

Additionally, proper documentation is key to maintaining efficiency and avoiding repetitive troubleshooting. Chibitek utilizes IT Glue and PSA-integrated documentation to log fixes, changes, credentials, and network configurations. This ensures that if one engineer is unavailable, another can step in immediately with full knowledge of your IT environment—eliminating delays, confusion, and costly mistakes.
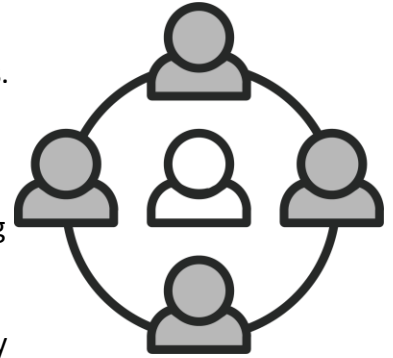
Q10 **If our company primarily uses Macs, is Mac support a core expertise of your IT firm, or is it just an add-on to a Windows-focused service?**

Our Answer: Many IT providers claim they can support Macs, but in reality, Mac support is often an afterthought rather than a core competency. If your company is Mac-based, it's important to ask whether your IT provider truly specializes in Apple environments or if they primarily focus on Windows and only "also" support Macs as a secondary service. We've seen many Windows-first IT firms struggle with managing Mac environments because they assume the two systems function the same way. They don't. Apple's ecosystem requires specialized tools, dedicated Mobile Device Management (MDM) frameworks, and in-depth platform expertise. Without this knowledge, IT firms often implement Windows-based management tools that don't fully support Apple's security and functionality, leaving businesses vulnerable to inefficiencies and security risks.

Before committing to an IT provider, ask:Before signing with an IT provider, ask them:

- Do they use Apple-native MDM solutions, or are they forcing Windows tools onto Macs?

- Do they have Apple-certified engineers?

- How many of their clients are Mac-based?

- Can they provide references from Mac-heavy businesses?

If they hesitate to answer these questions, lack Apple-specific certifications, or rely on generic tools not built for macOS, it's a clear red flag. Mac support should not be an afterthought—it should be a well-developed expertise with a proven track record. Ensuring your IT provider understands Apple's technology at a deep level will save your business from frustrating compatibility issues and costly misconfigurations in the long run.If they hesitate, lack Apple-specific certifications, or rely on Windows-first tools, that's a red flag. Supporting Macs shouldn't be a sideline service—it should be a core competency with a proven track record. Make sure they can truly support your Apple environment before trusting them with your business

Q11 Do your technicians hold up-to-date Apple-specific certifications and participate in ongoing training to stay current with Mac technologies?

Our Answer: Many IT providers claim they can support both Macs and PCs, but do their technicians actually have platform-specific certifications and ongoing training to back it up? Ask them what certifications their engineers hold and how often they receive specialized training. If they can't provide a clear answer, there's a good chance they are learning on your dime—leading to slower resolutions, misconfigurations, and unnecessary downtime.

A Windows-first IT company might be able to get a Mac connected to Wi-Fi, but do they truly understand Apple's security frameworks, MDM solutions, and best practices? Likewise, a Mac-first IT provider may struggle with the complexities of Windows security, Active Directory, and enterprise networking. Too often, businesses end up with an IT team that guesses their way through cross-platform support—costing you time, productivity, and security.

At Chibitek, we are true Apple and Windows specialists. We are Mac experts with deep expertise in Apple's ecosystem, while also holding enterprise-level Windows certifications to fully support hybrid environments. Our engineers are certified in Jamf Pro and Addigy, Apple's leading MDM solutions, and hold Apple security certifications to ensure Macs are managed correctly. We also have extensive experience in Windows enterprise environments, including Active Directory, Microsoft 365, and advanced security frameworks. Additionally, our team has expertise in networking solutions like Ubiquiti and Cisco Meraki, ensuring seamless cross-platform integration for Mac and PC users alike.

When evaluating an IT provider, ask if they have real-world experience managing Mac-heavy businesses, and request references from companies that rely on both Mac and Windows environments. If they hesitate, lack Apple-specific expertise, or primarily focus on Windows, that's a red flag. Apple devices require dedicated knowledge, not guesswork. Make sure your IT provider has the certifications, training, and hands-on experience to support both platforms without compromise.

Q12 Are you an accredited member of the Apple Consultants Network, and how does that benefit your clients?

Our Answer: When choosing an IT provider, it's critical to ensure they are fully certified in both Apple and Microsoft ecosystems. Many IT firms claim they can support Macs, but without Apple Consultants Network (ACN) accreditation, their actual expertise is questionable. Likewise, managing a Windows environment requires certified Microsoft expertise, yet many providers lack the proper training and credentials.

The Apple Consultants Network (ACN) is an exclusive group of independent IT providers that Apple has formally verified for their deep knowledge of macOS, Apple Business Manager, MDM solutions like Jamf and Addigy, and Apple security best practices. Chibitek and our previous company, ACS Tech, have been ACN members for over 25 years, demonstrating our long-standing commitment to Apple technology and continuous professional development.

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At the same time, we are also a certified Microsoft Partner, ensuring that we provide enterprise-grade support for Microsoft 365, Windows device management, Active Directory, Intune, and advanced security solutions. This means we can seamlessly integrate Mac and Windows environments, optimize cross-platform workflows, and ensure security across your entire infrastructure—whether your team is all Mac, all Windows, or a mix of both. Before selecting an IT provider, ask if they are both an ACN member and a certified Microsoft Partner. If they aren't, how do they prove their expertise across both platforms? An IT provider should be certified, experienced, and capable of managing hybrid Apple-Microsoft environments without compromise. With Chibitek, you get a team that is recognized by both Apple and Microsoft, ensuring you receive expert support no matter which platform your business runs on.

IT Documentation:

Q13 **Do you offer documentation of our network as part of the plan, and how does that work?**

Our Answer: Yes, Chibitek provides full network documentation as part of our managed services plans, ensuring you always have a clear, up-to-date record of your IT environment. Network documentation includes detailed records of your assets, computers, devices, software, directory structure, user profiles, security configurations, backups, and more.

Unlike some IT providers that withhold documentation or charge extra for access, Chibitek ensures that you have full visibility into your IT infrastructure. We maintain this information in IT Glue, our secure documentation platform, and update it regularly—at no additional cost. This ensures that your network is always properly mapped, secured, and easily accessible when needed.

Why is this important? There are several reasons why network documentation is essential and why Chibitek provides it as part of our managed services:

First, it's about professionalism, integrity, and protecting YOU. No IT provider should ever be the sole gatekeeper of your network. At Chibitek, we ensure you have full access to your network assets, passwords, and infrastructure blueprint, so you're never locked out of your own systems. If you ever need to transition to another IT provider, you'll have everything you need to do so smoothly.

Second, proper documentation allows for faster problem resolution. Without it, engineers waste valuable time searching for account details, hardware information, and software licenses. With Chibitek, all this information is readily available, reducing downtime and ensuring swift resolutions.

Third, if disaster strikes, having a network blueprint is crucial for recovery. Whether it's a cyberattack, natural disaster, or equipment failure, our detailed documentation ensures your systems can be quickly restored to their original state.

All Chibitek clients receive comprehensive network documentation in both written and electronic form at no additional cost, with quarterly updates to ensure accuracy. We also make sure key personnel in your organization have access and know how to use it—giving you complete control over your IT environment.

Side Note: You should never allow an IT provider to control access to your network as a form of job security. If you suspect your current IT person is withholding critical information or refusing to share credentials, that's a major red flag. Chibitek believes in full transparency, and if you need help transitioning away from an uncooperative provider, we can assist with a smooth, secure handover. Your IT should work for you, not hold you hostage.

Q14 Do you meet with your clients quarterly as part of your managed services agreement?

Our Answer: Yes, Chibitek holds quarterly strategy meetings with all our clients as part of our managed services agreement. While most meetings are conducted via video calls for efficiency and convenience, we also offer in-person annual meetings upon request—and we genuinely enjoy meeting our clients face-to-face, even those located across the country.

These quarterly technology reviews provide status updates on ongoing projects, a full assessment of your network's health and security, and proactive recommendations for upcoming upgrades or improvements. Our discussions are C-level strategy sessions, not technical deep dives, ensuring that IT planning aligns with your business goals, budget, compliance requirements, and cybersecurity best practices.

Our objective is to help you streamline operations, reduce costs, enhance efficiency, and maintain a secure, high-performing IT environment. These meetings also give you the opportunity to provide feedback, discuss upcoming initiatives, and ensure that your IT strategy continues to support your business growth.

Q15 If I need or want to cancel my service with you, how does this happen and how do you offboard us?

Our Answer: Unlike some IT providers that make cancellation difficult with hefty fees or legal threats, we offer a straightforward and transparent offboarding process.

If you decide to cancel your service, we handle the transition professionally and smoothly. Our offboarding process includes providing full documentation of your IT environment, assisting with data migration if needed, and ensuring a secure handover to your next provider. There are no surprise fees, no contention, and no roadblocks.

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Cyber Security:

Q16 **What cyber security certifications do you and your in-house team have?**

Our Answer: Cybersecurity is not a one-time achievement—it requires continuous education and vigilance. If an IT provider lacks up-to-date training or isn't actively investing in their team's knowledge, that's a major red flag.

We firmly believe that a well-trained team is your best defense against cyber threats. Some business owners hesitate to invest in employee training, fearing they might leave for another job. Our philosophy? "What if you don't train them, and they stay?"

Our in-house engineers hold industry-leading cybersecurity certifications, including (CISSP, CISM, Security+.). These credentials demonstrate our commitment to protecting our clients with cutting-edge security expertise and ensuring their IT environments remain safe, compliant, and resilient against cyber threats.

Q17 **I'm safe from virus and malware if I use a Mac, right?**

Our Answer: This is one of the most persistent myths in cybersecurity. Macs can absolutely get virus and malware, and assuming otherwise leaves businesses vulnerable. Some users have chosen Macs under the false belief that they don't need antivirus protection—but as Macs become more popular in enterprise environments, cybercriminals have taken notice.

While macOS virus and malware is still a smaller percentage compared to Windows, even a small percentage of a massive number is still significant. In the past year alone, at least 10 new macOS virus malware families have been identified, along with an increase in adware and phishing delivery platforms specifically targeting Apple users.

Built-in macOS security is not enough. In today's cyber threat landscape, businesses must deploy Mac-specific security software that both detects known threats and proactively monitors for malicious behaviors. If an IT provider claims that Macs don't get malware or that built-in protections are sufficient— consider that a serious red flag.

Q18 How do you lock down our employees MACs and PCs and devices to ensure they're not compromising our network?

Our Answer: :As with previous questions, the details may get technical, but what matters most is that they can provide a clear and confident answer without hesitation. A knowledgeable IT provider should be able to explain their approach and highlight key aspects such as:

- Enforced Multi-Factor Authentication (MFA/2FA): Prevents unauthorized access even if passwords are compromised.
- Advanced Endpoint Detection and Response (EDR): Goes beyond traditional antivirus, using AI-driven behavior analysis to detect and stop threats in real time.
- Device Management & Compliance Enforcement: We utilize Apple MDM and Windows security policies to enforce encryption, restrict unauthorized apps, and control access to sensitive data.
- DNS Filtering & Secure Web Gateways: Blocks malicious sites, phishing attempts, and unauthorized data transfers before they even reach the user's device.
- Zero Trust Security Model: We implement a least-privilege access approach, ensuring employees can only access what they need—minimizing exposure if an account is compromised.

With Chibitek, you get all of these protections—without compromise. Cybersecurity requires a layered defense, and we implement every necessary tool to keep your network and data secure.

Q19 What cyber liability and errors and omissions insurance do you carry to protect me?

Our Answer: Many IT providers don't carry sufficient insurance to protect their clients, which could leave you exposed to significant financial and legal risks if something goes wrong. Ask any IT firm: If they cause downtime, data loss, or a security breach, who is financially responsible for your recovery? If they can't provide a clear answer or proof of coverage, that's a major red flag.

In today's highly litigious environment, it's essential to ensure that any IT provider you hire carries comprehensive insurance coverage, including errors and omissions insurance, workers' compensation, and cyber liability protection. Don't hesitate to ask for proof of coverage and request to review their policy—a reputable IT firm should have no issue providing this information.

TRUE STORY:
A few years ago, an unnamed company faced multiple multimillion-dollar lawsuits due to serious misconduct by its technicians. Some employees were caught accessing, copying, and distributing personal data from customers' PCs and laptops that had been brought in for repairs. In other instances, they lost a client's

laptop—along with all of its data—and attempted to cover it up. The takeaway? Always ensure that the IT firm you hire carries proper insurance and security protocols to protect you and your business from potential breaches, negligence, or data mishandling.

If an IT company hesitates or avoids answering, that should be a huge warning sign. With Chibitek, we're happy to provide our policy details upon request—because transparency and accountability are non-negotiable.

Q20 Do you have a SOC and do you run it in-house or outsource it?
If outsourced, what company do you use?

Our Answer: Not all IT providers offer true SOC ((pronounced "sock" - Security Operations Center) services, and many only monitor basic uptime and patches—not actual security threats. Before choosing an IT firm, ask: Do they have a SOC? Is it in-house or outsourced? And if outsourced, who runs it? If they can't give you a clear answer, that's a major red flag—especially if your business handles sensitive data, financial records, or operates under compliance regulations like HIPAA or PCI DSS.

At Chibitek, we provide proactive security monitoring through Kaseya RocketCyber and Kaseya recently aquired award winning SaaSlerts, trusted, industry-leading SOC platforms. This ensures continuous threat detection, response, and mitigation—not just basic monitoring. Some IT firms try to pass off general network monitoring as security, but true cybersecurity requires a dedicated SOC to actively analyze threats and stop breaches before they happen.Between both teams, they have over 50+ Network engineers monitoring our client networks 24/7.

If an IT provider doesn't offer a SOC or can't explain how they handle security monitoring, that means they likely aren't taking cybersecurity seriously. With Chibitek, you get real SOC protection, transparent answers, and a team that prioritizes your security—24/7.

Backups And Disaster Recovery:

Q21 How quickly can you fully restore our Microsoft 365 or Google Workspace environment in the event of a disaster, and can you provide a clear recovery timeline?

Our Answer: Many IT providers don't include true SaaS backup solutions, assuming Microsoft 365 and Google Workspace have built-in recovery options that are "good enough." However, Microsoft and Google only offer limited retention policies, meaning deleted or compromised data could be lost forever if not backed up externally.

We prioritize the security and availability of your critical data by utilizing **Kaseya SaaS Protection for Microsoft 365** and **Google Workspace** environments.

Q22 — (Bonus Round) Do you INSIST on doing periodic test restores of my backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: Many IT providers claim to monitor backups, but do they actually perform test restores to ensure your data is recoverable? The worst time to find out your backup is corrupted or incomplete is when you desperately need it after a disaster. If COVID taught us anything, it's that business interruptions happen when you least expect them, and the companies that weren't prepared struggled the most.

We don't just monitor backups—we insist on routine, randomized test restores to verify that your data is intact and fully recoverable. Our process includes monthly "fire drill" restores of critical files to ensure that when disaster strikes, your backups work as expected.

If an IT provider doesn't insist on this level of diligence, they are gambling with your ability to recover from a crisis. With Chibitek, you can be confident that your backups are not just stored—they are tested, verified, and ready to restore when you need them most.

Q23 — (Bonus Round) Show me your process and documentation for onboarding me as a new client.

Our Answer: The reason for asking this question is to see if they have a structured onboarding process in place. Too many IT firms lack a clear plan for bringing on new clients, which can lead to confusion, delays, and security risks. Don't take their word, Ask to see it in writing.

One important discussion to have is how your new IT provider will handle the transition from your current IT company, especially if the outgoing provider is uncooperative or hostile. It's alarming how often IT companies or individuals react poorly to being replaced, sometimes resorting to deliberate disruptions, security risks, or withholding critical information out of resentment (more common than I'd like to admit of our industry). A professional IT provider should have a plan in place to mitigate these risks and ensure a smooth, secure transition.

If you're considering us as your next IT provider, we'd be happy to share our structured onboarding process and documentation. We manage all projects through Asana, a cloud-based system, where your Point of Contact can track and interact with every step in real time. This ensures full transparency, clear communication, and confidence that nothing is overlooked. We believe in a proactive, organized approach, and we're confident you'll be impressed.

Other Things To Notice And Look Out For:

A good IT company should make technology easy to understand, not overwhelming. The best providers have the "heart of a teacher"—patient, clear, and transparent. Pay attention to how they communicate. Do they take the time to explain things or brush off your questions? A great IT partner ensures you feel informed and confident.

But don't just take our word for it—hear from our clients. Their experiences reflect the care, expertise, and commitment we bring to every partnership. Technology should empower, not complicate. A great IT partner ensures you feel confident and informed, turning IT into a valuable asset that helps your business grow.

Peace of Mind for My Business
As a solo entrepreneur, dealing with tech emergencies used to mean putting everything on hold and spending hours on problems I didn't fully understand. Partnering with Chibitek changed everything. Their affordable monthly plan makes top-tier tech support accessible—even for small businesses like mine. Now, I can focus on my work with confidence, knowing that any tech issue is handled swiftly and seamlessly.

—**Yuko Shimizu**, *Multi-Award-Winning Illustrator, Faculty, School of Visual Arts, NY*

Do They Truly Understand Your Industry and How You Work?

Choosing an IT provider isn't just about technology—it's about finding a partner who understands how your business operates. Do they know the tools, workflows, and security needs of your industry? Are they familiar with how you collaborate, communicate, and serve your clients or patients?

we specialize in supporting fast-paced industries where technology must be seamless, secure, and reliable. We work with public relations firms, creative agencies, medical practices, and small businesses that demand efficiency, privacy, and round-the-clock dependability.

For PR and marketing professionals, we ensure your team can collaborate from anywhere, protect client data, and stay ahead of fast-moving deadlines without IT interruptions. We support both Mac-heavy and Windows environments, SaaS creative tools and real-time collaboration platforms like Slack, Microsoft 365 w/Teams, Zoom and Google Workspace. For medical and small business clients, we provide compliance-driven security, proactive monitoring, and scalable IT solutions that grow with your needs.

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What Our Current Clinets Say About Chibitek:

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Stress-Free Tech Support for Small Businesses
Chibitek has been an invaluable partner to our accounting firm, providing us with the IT support we need to run our business smoothly and efficiently. As a small business ourselves, we understand the importance of having a reliable MSP to handle our technology needs, and Chibitek has exceeded our expectations. We're proud to work with Chibitek and grateful for their partnership in helping us deliver outstanding accounting services to our clients.

—**Tracy Reinholt**, *CEO of Trace Matrix*

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Five Years of Exceptional IT Support & Security
Cibitek excels in every way. For more than 5 years they have provided excellent support to my business. They seamlessly integrated my workplace with every innovation and are extremely knowledgeable in the latest safety/security tools. Easy to get live support and immediate troubleshooting. I highly recommend Chibitek.

—**William Iler**, *Attorney at William C. Iler, Esq.*

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Expert IT & Cybersecurity Support with a Human Touch
Great consultants for any computer, email, data and IT management, cybersecurity related issues your company might be dealing with. Also really nice folks and environmentally conscious which is a huge bonus.

—**Emily Fano**, *Director of Climate Resilience Education at National Wildlife Federation*

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—**William Iler**, *Attorney at William C. Iler, Esq.*

Here are some other critical questions:

- Is your help desk truly unlimited, or will we be charged per request? (Confirm you are not nickel-and-dimed for every call.)

- Does your service include full support for cloud platforms like Microsoft 365 and Google Workspace, or is that extra?

- If we experience an issue with a SaaS application, ISP or VoIP will you handle the problem, or will we be left dealing with the vendor ourselves? (A reliable IT partner should own the problem, not pass the blame. At Chibitek, we take the lead in vendor coordination, so you don't have to.)

- What's included for on-site support and remote offices? It's important to clarify with any IT provider whether site visits are part of your agreement or if they come with additional costs.

- If our team suddenly had to work remotely due to a shutdown or natural disaster, would you provide full support for home setups, or would that trigger an extra bill? (With the rise of hybrid and remote work, this is a crucial distinction.)

- In the event of a ransomware attack or major disaster (fire, flood, theft, etc.), would rebuilding our network be included, or would it be considered an extra project? Recovering from a cybersecurity incident or natural disaster can take hundreds of hours, so it's critical to have this outlined in writing before an emergency happens.

At Chibitek, our managed services agreement is fully transparent—we clearly define what's included and what isn't, so there are no surprises, no hidden fees, and no unexpected invoices.

The 4 Most Expensive Misconceptions About IT Services

Misconception #1: My macOS or PC network doesn't need regular monitoring and maintenance.

Many IT providers treat Macs and PCs as "set it and forget it" machines, assuming they don't require ongoing maintenance. This is one of the most dangerous and costly misconceptions a business can have. Just because you haven't experienced a major system failure, data loss, or cyberattack doesn't mean you're safe. That's like not wearing a seatbelt just because you've never been in an accident.

No IT environment—whether macOS or Windows—is maintenance-free. Regular updates, security patches, malware protection, firewall management, and system optimization are essential to keeping devices running efficiently and securely. Yet many IT providers fail to offer proactive monitoring and maintenance, leaving businesses vulnerable to performance slowdowns, security threats, and unexpected failures. Even a brand-new Mac or PC can degrade in performance within weeks without proper care.

Most IT firms that neglect proactive maintenance do so for one of two reasons: either they don't know better, or they profit from the problems that arise when things go wrong. If your IT provider isn't insisting on regular security updates, performance monitoring, and system health checks, that's a red flag. A properly maintained IT environment prevents downtime, improves security, and saves money on costly repairs.

Before choosing an IT provider, ask them about their macOS and Windows maintenance process. Can they provide a clear, documented plan? Do they include regular test restores to confirm backups actually work? If they dismiss the need for maintenance or can't answer these questions, they're cutting corners—and you're the one who will pay for it when something goes wrong.

Misconception #2: My nephew or neighbor's kid or office manager knows this IT stuff and can take care of our network.

Many businesses assume that all Mac technicians have the same level of expertise and that choosing the lowest price will save them money. But in IT, like most professional services, you get what you pay for. Experienced, highly skilled Mac technicians do not work for bargain prices because they are in high demand. The only technicians willing to work for cheap are typically inexperienced, underqualified, or still learning on the job.

Some IT firms keep prices low by hiring interns, college students, or entry-level techs to handle client support on their own. While that might save them money, it costs you more in the long run because inexperienced technicians:

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A recent Microsoft study found that small businesses lose $24 billion annually by relying on untrained individuals as involuntary IT managers. Just because someone is good with technology doesn't mean they understand security best practices, network infrastructure, or proactive maintenance. Mac management is not just about troubleshooting—it requires real expertise to prevent costly downtime, cyber threats, and data loss.
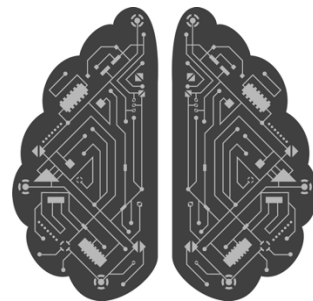
Many IT firms won't warn you about the risks of letting an unqualified person handle your IT because they know you'll eventually come to them when something breaks. But by then, you could be dealing with lost data, security breaches, or prolonged downtime.

If you're trusting a well-meaning but inexperienced friend or family member with your IT, ask yourself: Would you let them handle your company's financials? Your legal contracts? Your payroll? Your IT systems and data are just as critical—and leaving them in the hands of someone who "kind of knows IT" is a risk that could end up costing far more than iring a real expert from the start.

Misconception #3: All technicians are the same, so the cheapest option is the best choice.

We all know the saying, "You get what you pay for." IT services are no exception. If an IT provider offers cheap rates, it's usually for a reason—and that reason can end up costing you more in the long run.

Low-cost IT providers typically fall into two categories:

- Low-cost IT providers typically fall into two categories:

- They're a small, inexperienced shop. Many one- or two-person IT firms are just getting started and lack the resources to handle complex business environments, cybersecurity protections, or compliance requirements. They may be fine for very small businesses with simple needs, but they're not equipped to support growing organizations, Mac and Windows environments, or security-focused industries.

- They rely on cheap, inexperienced labor. Some IT firms keep costs low by hiring inexperienced college grads, underqualified technicians, or even unpaid interns to handle your business's IT. While they may offer lower hourly rates, their lack of expertise often means:

- Misdiagnosed problems—You end up paying for fixes that don't actually resolve the issue. A well-known investigation in LA found tech shops charging up to $275 to fix a PC that only needed a cable plugged in.

- Longer repair times—An experienced engineer could solve a problem in one hour that an underqualified tech might take five hours to figure out—and you're paying for all of it.

- Security risks—One company learned the hard way when an inexperienced IT technician turned off all security alerts because they were "too much work." That mistake led to a ransomware attack, days of downtime, and a hefty ransom payment.

With your client data, business operations, and security at stake, do you really want to trust the cheapest IT provider you can find?

We believe in delivering real value, not cutting corners. We're not the cheapest IT provider, but we don't apologize for that. We provide expert-level IT support, fast response times, and proactive security protections that prevent costly disasters. That's why we've been in business for over 10 years and many clients continue to trust us year after year.

As the owner, I decided long ago that I would rather explain our higher rates once than make excuses for poor service forever. If you want reliable IT support that protects your business instead of gambling with it, we're the right fit.

Misconception #4: An honest IT services company should be able to give you a quote over the phone.

It would be nice if IT pricing were as simple as a quick phone quote, but that's just not how it works. Just like a doctor wouldn't diagnose you without an exam, a professional IT provider needs to assess your network before giving an accurate price.

Consider this: A business calls about a computer issue, and all that's needed is to plug in a cable. If they brought it to us, we'd fix it in seconds—no charge. But over the phone? There's no way to diagnose the issue properly. What if the problem isn't just a cable but a failing device, a misconfiguration, or a security breach? Without a proper assessment, a phone quote is just a guess—and guesses lead to surprise costs and unmet expectations.

A trustworthy IT provider takes the time to evaluate your setup, security risks, and business needs before giving you an informed, transparent price. Beware of companies that offer a low quote upfront—only to tack on hidden fees later. Honest pricing starts with understanding your environment, not making empty promises over the phone.

3 More Tips for Finding an IT Company That's the Perfect Fit for You

1 **Ask to Speak with Their Current Clients**

Don't just take an IT provider's word for it—ask for references. A reputable IT company should have no problem connecting you with three to four current clients who are similar to your business in size and industry. If they hesitate or can't provide references, that's a major red flag.

Also, check online reviews and client testimonials on their website, Google, or industry platforms. A company with little to no client feedback may not have happy customers willing to vouch for their service—which is a warning sign in itself. A great IT provider should have clients eager to share their success stories

2 **Look for a Company That Provides Proactive Support, Not Just Break-Fix Solutions**

Many IT providers operate on **a reactive, break-fix model**, meaning they only step in **after something goes wrong.** This **approach leaves your business vulnerable to downtime, security breaches, and costly emergency repairs.** Instead, look for an IT company that **monitors your systems 24/7, applies security patches regularly, and proactively prevents problems before they impact your business.**

Ask potential providers **how they handle maintenance, security updates, and system monitoring**. If their answer is vague or purely reactionary, **they may not have the infrastructure in place to truly protect your business**. A reliable IT partner should always be working behind the scenes to ensure your systems run smoothly and securely.

3 **Look for a Company That Aligns with Your Business Goals and Culture**

IT isn't just about technology—it's about **how technology supports your business growth**. Its about a true IT partner - A great IT provider should take the time to **understand your industry, your workflows, and your long-term goals**. They should recommend solutions that **enhance efficiency, improve security, and align with how you operate**.

Beyond technical expertise, consider how well an IT company communicates and collaborates with your team. Are they responsive and easy to work with? Do they explain things in a way that makes sense, or do they overwhelm you with jargon? **A great IT company should feel like a trusted partner and extension of your team, not just a vendor you call when things break.**

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A Final Recommendation

Choosing the right IT provider isn't just about comparing prices or finding someone who "knows computers." It's about finding a trusted partner who prioritizes proactive solutions, transparent communication, and your business's long-term success.

Throughout this guide, we've highlighted the critical questions you should ask any IT provider—and the red flags to watch out for. From Mac and PC support expertise to cybersecurity, onboarding processes, pricing structures, and disaster recovery planning, the right IT partner should be able to clearly explain their approach, provide a documented process, and prove their value upfront. If an IT provider struggles to answer these questions or dodges specifics, that's a major warning sign.

Technology should empower your business, not complicate it. A great IT partner will always ensure you feel confident and informed about your technology decisions—because when IT is done right, it's an asset that helps your business grow.

I hope this guide has helped shed light on what to look for when outsourcing IT services for your company. As I mentioned at the beginning, my goal in providing this information is to help you make an informed decision and avoid the costly mistakes that come with hiring an inexperienced or unqualified IT provider. There are many firms offering these services, but not all of them have the expertise, reliability, or commitment to truly support your business's needs.

If you're looking for a trusted partner to take over the care and maintenance of "all things digital" in your office, we'd love the opportunity to earn your business. To that end, we'd like to offer you a…

> ## FREE Cyber Security Risk Assessment And IT Systems Checkup.
>
> ### This is completely free, and with no expectations for you to hire us
>
> ### unless you feel that is the right thing for you to do.

Here's how this works…

We'll start with a brief video consultation to discuss your current IT situation, any frustrations you're experiencing, and what you're looking for in an IT partner. This is a casual conversation where you can share concerns, ask questions, and help us understand your needs. Based on what we uncover, we can take the next step—conducting a quick, **non-invasive**, **CONFIDENTIAL** review of your computer network, backup systems, and security protocols.

Your **current IT team DOES NOT need to know** we're conducting this assessment, allowing us to get an unbiased view of your security posture (The choice is yours of course, but we actually recommend this approach to ensure **a true assessment**. After all, hackers won't warn you before they strike.)

Your time commitment is minimal—just 30 minutes for the initial call and one hour for a follow-up meeting where we'll present our findings. Once the assessment is complete, you'll walk away with a clear understanding of:

Your time commitment is minimal—just <mark>30 minutes</mark> for the initial call and **one hour** for a follow-up meeting where we'll present our findings. Once the assessment is complete, you'll walk away with a clear understanding of: Whether your IT systems and data are truly protected from hackers, ransomware, and internal threats.

- If your backups are actually capable of restoring your data quickly in case of an attack or failure—**99% of networks we assess fail this test.**

- Whether your employees' login credentials are being sold on the dark web and what to do about it. With **8.4 billion stolen credentials recently discovered online, this may come to a shock to you!**

- Answers to any questions about recurring IT issues, upcoming projects, or concerns about your current provider's service.

At the end of the assessment, you'll receive a comprehensive "Report of Findings" and Network Health Score, outlining any security vulnerabilities, problem devices, or backup issues. We'll also provide a free, no-obligation Action Plan detailing exactly how to address any risks we uncover. If you'd like, we can assist you in implementing these solutions—but there's no pressure.

After years of performing these assessments, I can confidently say we always uncover significant and preventable security gaps in IT environments. Like Sherlock Holmes, we leave no stone unturned. Whether you choose to work with us or not, this is an easy, zero-risk opportunity to get a professional third-party evaluation of your security, IT health, and overall resilience.

Dedicated to your peace of mind,

Erick Grau

Founder & CEO, Chibitek
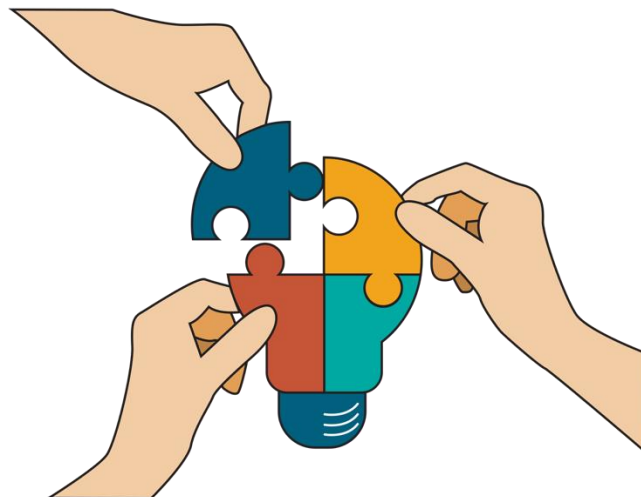
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Read On To Hear What
Our Clients Have To Say:

Chibitek has been a game changer for our business!
Their proactive approach to managing our IT infrastructure has saved us countless hours of downtime, and their responsive support team is always there when we need them. Partnering with Chibitek as our MSP has allowed us to focus on our core business, knowing that our technology is in good hands.

—**Kevin Doherty**, *VP of Administration Relevate Health*

Peace of Mind with Proactive IT Support
Partnering with Chibitek for managed IT services has given us peace of mind, knowing our IT issues are fully handled. Their proactive approach, clear communication, and deep understanding of our business set them apart. Instead of just fixing problems, they anticipate and prevent them, ensuring smooth operations. Their tailored, secure solutions have been invaluable.

—**Jeff Faber,** *CIO & CAO, Hexclad*

Chibitek: Supportive, Skilled, and True Partners
The Chibitek team always has our back, and we always feel so supported. They're great at what they do but they're also just nice, empathetic, fun human beings. They're truly not just a vendor but real partners.

—**Boramy Khloth**, *Operation manager at Sköna*

Thoughtful IT Support That Goes Beyond Basics
Erick and the Chibitek team provide more than reliable IT services—they listen, show up, and truly understand our business. Their thoughtfulness sets them apart, uncovering ways to innovate and add value. If you want more than just another IT provider, choose Chibitek for expertise with a personal touch.

—**Anthony Rudolf**, *Partner at Union Square Play &*
Managing Director of Stockton Inn

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