9 Reasons Houston Companies Trust PennComp

1. We **GUARANTEE** a 2-4-hour response time for network emergencies. When any part of your computer network goes down in the middle of a busy workday, you need it fixed immediately! Our response time significantly reduces downtime and employee inactivity. As our client, you can rely upon our guarantee to respond to any crisis within 2-4 hours of your call if not sooner (depending upon the agreed upon service level).
2. We schedule a majority of system upgrades and fixes after normal business hours, depending on the complexity of the project, to save you thousands of dollars in lost productivity. System upgrades, fixes, and installations can bring down your computer network for several hours. For your convenience, we schedule our engineers to perform this work after hours so there is minimal interruption to your normal business activities.
3. Our engineers are certified, seasoned, and qualified professionals with years of industry experience. We require ALL of our staff to complete on-going training to ensure we are up-to-date on the latest technologies and solutions. In addition, our engineers also maintain vendor certifications. You will be hard pressed to find a better-qualified team of professionals.
4. We oversee our client's networks 24×7 with state of the art monitoring equipment and practices. This enables us not only to identify problems when they occur but also to anticipate and avoid potential problems before they cause damage or downtime.
5. We **GUARANTEE** to provide you with the most cost-effective solution to your problem. We understand the importance of keeping overhead and cost to a minimum.
6. We are big enough to handle any computer job, and small enough to still provide you the individual attention your business requires. Whether it's building a new network from the ground up, or helping figure out why you're getting an error message when you open a document, you can count on us to help. As our client, you will have two dedicated engineers and web access to our ticketing system that will enable you to be as informed as you like on the status of our work.
7. We listen first, and offer solutions second. No one knows your business needs better than you, and when you have a problem, the last thing you need is someone to come in and waste time. We will work with you to solve your problems efficiently and effectively as well as keep you involved with what we are doing.
8. We are more cost effective than a full-time, in-house computer support staff. In many cases, by outsourcing your computer support to us, we can save you thousands of dollars on hiring, salary, and benefits paid to in-house staff and still give you the just-in-time computer support you need.
9. We believe in our team, solutions and the methodologies used to support our growing clients. We stand behind our work at PennComp LLC in a way few other firms will. For our team, it is all about

quality, service, excellence, and consistency. Each member of our team has a "whatever it takes attitude" when it comes to servicing our clients.