The Small & Mid-Sized Business Guide To IT Support Services and Fees

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

(And How To Get *Exactly* What You Need Without Unnecessary Extras, Hidden Fees And Bloated Contracts)

Read this guide and you'll discover:

✓ The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.

✓ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.

✓ Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.

✓ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

✓ Revealing questions to ask your IT support firm BEFORE giving them access to your computer network, e-mail and data.

Provided as an educational service by:
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INVARIO
Network Engineers

Never Ask An IT Services Company, "What Do You Charge For Your Services?" Instead You Should Ask, **"What Will I *Get* For My *Money*?"**

From The Desk Of:
Dave Wilson
President, Invario

Dear Colleague,

If you are the head of a small or mid-sized business in the Washington, DC area that is currently looking to outsource some or all of the IT support for your organization, this report contains important information that will be extremely valuable to you as you search for a competent firm you can **trust**.

My name is Dave Wilson, President of Invario. We've been providing IT services to businesses in the Washington, DC area for over 30 years now. You may not have heard of us before, but I'm sure you're familiar with one or more of the other DC areas businesses who are customers of ours. A few of their comments are enclosed.

One of the most common questions we get from new prospective customers calling our office is "What do you guys charge for your services?" Since this is such a common question — and a very important one to address — I decided to write this report for 3 reasons:

1. I wanted an easy way to answer this question and educate all prospective customers who come to us on the most common ways IT service providers package and price their services, and the pros and cons of each approach.

2. I wanted to bring to light a few "industry secrets" about IT service contracts that almost no one thinks about, understands or knows to ask about when evaluating IT service providers that can end up burning you with hidden fees and locking you into a long-term contract when they are unwilling or unable to deliver the quality of service you need.

3. I wanted to educate business owners and IT managers on how to pick the *right* IT services company for their specific situation, budget and needs based on the *VALUE* the company can deliver, not just the price, high OR low.

In the end, my purpose is to help you make the most informed decision possible so you end up working with someone who helps you solve your problems and accomplish what you want in a time frame, manner and budget that is right for you.

Sincerely,
*Dave Wilson*

About The Author

Dave Wilson is an entrepreneur and technologist. He founded his first company in 1988 when he saw the need to deliver high quality computer solutions to small businesses in the Washington, DC metro area.

"Looking back on that time I had no idea my dalliances would be so lasting. One of the things I started doing was to teach myself computer programming. I was writing database programs on a personal computer with a college friend. We were actually able to sell our programs! I saw potential, so instead of applying to business school, I figured I would do it the hard way and start a business"

Since filing the paperwork to found Invario on May 5, 1988, Dave has immersed himself in every aspect of the business from running a retail computer parts and repair shop on Wilson Boulevard to his more recent forays into cloud computing and security training.

Dave's passion is to solve technical problems for other entrepreneurs. He prides himself and his company on being technically curious, and embracing the latest innovations. Dave was an early investor in cryptocurrency, he has a computer mounted on the wall in his kitchen, and he's been known to carry on interesting conversations with his Amazon Echo.

In his spare time Dave loves playing hockey, cheering on the Washington Capitals, and riding his Sky Ski on lakes in Virginia. He is a close friend of Santa Claus through his work with the Waterskiing Santa Christmas Eve performances.
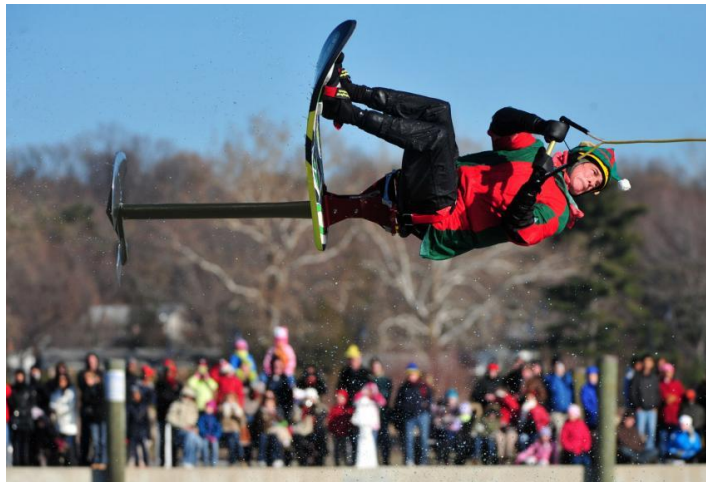
Comparing Apples To Apples:
The Predominant IT Service Models Explained

Before you can accurately compare the fees, services and deliverables of one IT services company to another, you need to understand the 3 predominant service models most of these companies fit within. Some companies offer a blend of all 3, while others are strict about offering only one service plan. The 3 predominant service models are:

- **Time and Materials**. In the industry, we call this "break-fix" services. Essentially you pay an agreed-upon hourly rate for a technician to "fix" your problem when something "breaks." Under this model, you might be able to negotiate a discount based on buying a block of hours. The scope of work may be simply to resolve a specific problem (like removing a virus), or it may encompass a large project like a computer network upgrade or move that has a specific result and end date clarified. Some companies will offer staff augmentation and placement under this model as well.

- **Managed IT Services.** This is a model where the IT services company takes the role of your "IT department" and not only installs and supports all the devices and PCs that connect to your computer network, but also offers phone and on-site support, antivirus, security, backup and a host of other services to monitor and maintain the health, speed, performance and security of your network. Managed IT services can work in tandem with in-house IT staff to provide specific services such as 24/7 security monitoring or server maintenance.

- **Software Vendor-Supplied IT Services.** Many software companies will offer IT support for their customers in the form of a help desk or remote support for an additional fee. However, these are typically scaled-back services, limited to troubleshooting their specific application and NOT your entire computer network and all the applications and devices connected to it. If your problem resides outside of their specific software or the server it's hosted on, they can't help you and will often refer you to "your IT department." While it's often a good idea to buy some basic-level support package with a critical software application you use to run your business, this is not enough to provide the full IT services and support most businesses need to stay up and running.

When looking to outsource your IT support, the two service models you are most likely to end up having to choose between are the "managed IT services" and "break-fix" models. Therefore, let's dive into the pros and cons of these two options, and then the typical fee structure for both.

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

You've probably heard the famous Benjamin Franklin quote, "An ounce of prevention is worth a pound of cure." I couldn't agree more — and that's why it's my sincere belief that the managed IT approach is, by far, the most cost-effective, smartest option for any small to mid-sized business. The only time I would recommend a "time and materials" approach is when you already have a competent IT person or team proactively managing your computer network and simply have a specific IT project to complete that your current in-house IT team doesn't have the time or expertise to implement (such as a network upgrade, installing a backup solution, etc.). Outside of that specific scenario, I do not think the break-fix approach is a good idea for general IT support for one very important, fundamental reason: you'll ultimately end up paying for a pound of "cure" for problems that could have easily been avoided with an "ounce" of prevention.

Why Regular Monitoring And Maintenance Is Critical For Today's Computer Networks

The fact of the matter is, computer networks absolutely, positively need ongoing maintenance and monitoring to stay secure. The ever-increasing dependency we have on IT systems and the data they hold — not to mention the *type* of data we're now saving digitally — has given rise to very smart and sophisticated cybercrime organizations and who work around the clock to do one thing: compromise your networks for illegal activities.

In most cases their intent is to access financial information and passwords to rob you (or your customers), create fake identities for credit card fraud, etc. In other cases they may want to use your computer network to send illegal spam, host pirated software, spread viruses, etc. And some do it just for the "fun" of being able to make computer systems inoperable. These criminals work around the clock in teams, constantly finding and inventing new ways to get around your antivirus software and firewalls; that's why you have to remain ever vigilant against their attacks.

Of course, this doesn't even take into consideration other common "disasters" such as rogue employees, lost devices, hardware failures (which are the #1 reason for data loss), fire and natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds. Then there's regulatory compliance for any business hosting or touching credit card or financial information, medical records and even customer contact information such as e-mail addresses.

Preventing these problems and keeping your systems up and running (which is what managed IT services is all about) is a LOT less expensive and damaging to your organization than waiting until one of these things happens and then paying for emergency IT services to restore your systems to working order (break-fix).

Should You Just Hire A Full-Time IT Manager?

In most cases, it is not cost-effective for companies with under 30 employees to hire a full-time IT person, because you can outsource this function of your business far cheaper and with a lot less work; but you DO want to hire a professional to perform basic maintenance just as you would hire an attorney to handle your legal matters or an accountant to prepare your taxes. **And if you truly understand the cost of your TIME and factor in employee productivity, the managed IT services model is considerably less expensive over time than the "break-fix" model.**

Why "Break-Fix" Works Entirely In The Consultant's Favor, *Not* Yours

Under a "break-fix" model, there is a fundamental conflict of interests between you and your IT firm. The IT services company has no incentive to stabilize your computer network or to resolve problems quickly because they are getting paid by the hour; therefore, the risk of unforeseen circumstances, scope creep, learning curve inefficiencies and outright incompetence are all shifted to YOU, the customer. Essentially, the more problems you have, the more they profit, which is precisely what you DON'T want.

Under this model, the IT consultant can take the liberty of assigning a junior (lower-paid) technician 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) technician may have resolved in a fraction of the time. There is no incentive to properly manage the time of that technician or their efficiency, and there is every reason for them to prolong the project and to find MORE problems than solutions. Of course, if they're ethical and want to keep you as a customer, they *should* be doing everything possible to resolve your problems quickly and efficiently; however, that's akin to putting a German shepherd in charge of watching over the ham sandwiches. Not a good idea.

Second, it creates a management problem for you, the customer, who now has to keep track of the hours they've worked to make sure you aren't getting overbilled. Since you often have no way of really knowing if they've worked the hours they say they have, it creates a situation where you really, truly need to be able to trust they are being 100% ethical and honest AND tracking THEIR hours properly (not all do). While reviewing and questioning invoices may be effective in making sure you are not overbilled, it also sends a message to those supporting your vital network that they should only provide the absolute minimum of service. In effect, you are de-incentivizing them by asking them to devote fewer hours to your network, rather than doing everything they can to keep you running and safe.

And finally, break-fix makes budgeting for IT expenses a nightmare since your costs may be zero one month and thousands the next.

What To Look For In A Managed IT Services Agreement And What You Should Expect To Pay

Important! Please note that the following price quotes are industry averages based on a recent IT industry survey conducted of over 750 different IT services firms. We are providing this information to give you a general idea of what most IT services firms charge and to help you understand the VAST DIFFERENCES in service contracts that you must be aware of before signing on the dotted line. Please understand that this does NOT reflect our pricing model or approach, which is simply to understand exactly what you want to accomplish FIRST and then customize a solution based on your specific needs, budget and situation.

According to a 2017 Gartner report, the average business spends 4.3% of revenue on IT, or approximately $6,820 per employee.

Hourly Break-Fix Fees: Most IT services companies selling break-fix services charge between $175 and $250 per hour with a one-hour minimum. In most cases, they will give you a discount of 5% to as much as 20% on their hourly rates if you purchase and pay for a block of hours in advance.

If they are quoting a **project**, the fees range widely based on the scope of work outlined. If you are hiring an IT consulting firm for a project, I would suggest you demand the following:

- **A very detailed scope of work that specifies what "success" is.** Make sure you detail what your expectations are in performance, work flow, costs, security, access, etc. The more detailed you can be, the better. Detailing your expectations up front will go a long way in 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 very wary of loose 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 should not have to pick up the tab for a consultant underestimating a job or for their inefficiencies. 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 they need to maintain, back up and support. The fee can vary drastically depending on what is included, so be sure to have a detailed scope in order to make an apples-to-apples comparison.

If you hire an IT consultant and sign up for a managed IT services contract, here are some things that SHOULD be included (make sure you read your contract to validate this):

- Security patches applied weekly, if not daily, for urgent and emerging threats

- Antivirus updates and monitoring

- Firewall updates and monitoring

- Backup monitoring and test restores

- Spam-filter installation and updates

- Spyware detection and removal

- Monitoring disk space on workstations and servers

- Monitoring hardware for signs of failure

- Optimizing systems for maximum cybersecurity

The following services may **NOT be included** and will often be billed separately. This is not necessarily a "scam" or unethical UNLESS the managed IT services company tries to hide these fees when selling you a service agreement. Make sure you review your contract carefully to know what is and is NOT included!

- Hardware, such as new servers, PCs, laptops, etc.

- Software licenses

- Cabling

- Internet services, billed from your Internet Service Provider (ISP)

- Web hosting

- Telephone services

Warning! Gray areas of "all-inclusive" service contracts. In order to truly compare the "cost" of one managed IT services contract to another, you need to make sure you fully understand what IS and ISN'T included AND the services you are signing up for. It's VERY easy for one IT services provider to appear far less expensive than another UNTIL you look closely at what you are getting.

The following are 16 questions to ask your IT services provider that will clarify exactly what you're getting for the money. Some of these items may not be that important to you, while others (like response time, adequate insurance and uptime guarantees) 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.

16 Service Clarification Questions You Should Ask Your IT Services Firm Before Signing A Contract

Customer Service:

Q1: Do provide a convenient way to submit service requests?
Our Answer: We are always just a phone call or email away. An email to help@invario.net automatically creates a service ticket for our technicians. We respond to service requests from 6:00 a.m. to 6:00 p.m. on weekdays, and provide emergency after-hours support if a problem arises, even on weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: Do they understand your unique needs and provide the right solution for your business?
Our Answer: Invario will never force you into a cookie cutter solution that doesn't match your business needs. On-site servers or cloud, PCs or Macs, we have experience with all of them.

Q3: Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across as arrogant and make you feel stupid for asking simple questions?
Our Answer: Our technicians are trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms. Just look at what this customer had to say:

Personal Service, Security, and Value

Invario's warm customer service and instant response to critical needs—day or night—make them a corporate standard for IT support. They are always proactive with security, fiscally conservative, and provide appropriate guidance for our unique marketplace.

*Despite my lack of IT competencies, Invario is able to make me look good as an administrator responsible for the IT support in our office. They provide aids and interpretations that are **understandable to someone without an expansive knowledge of the field.** Contact Invario today – you won't be disappointed!*

Libby Barricks
Fairfax UMC

Q4: Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?
Our Answer: We conduct Technology Business Review (TBR) meetings with our customers to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal with these meetings is to help our customers be more profitable, efficient and competitive.

Q5: Do they provide detailed invoices that clearly explain what you are paying for?
Our Answer: We provide detailed invoices so you never have to guess what you are paying for. We also double-check our invoices for accuracy before we send them to you.

Maintenance Of Your Network:

Q6: Do they insist on monitoring your network 24/7/365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?
Our Answer: Yes; our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems. Customers enrolled in our security products are also monitored by a live US-based Security Operations Center (SOC) that can isolate and suspend an attack before criminals have a chance to do damage to your network.

Q7: Is it standard procedure for them to provide you with written network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom"?
Our Answer: All customers receive this in written and secure electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network.

Side Note: You should NEVER allow an IT person to have that much control over you and your company. Also make sure you have your internet domain registered to your company and never an IT support company, web developer, or host. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Q8: Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
Our Answer: Yes; and since we securely keep detailed network documentation (basically a blueprint of your computer network) and updates on every customer's account, any of our technicians can pick up where another one has left off.

Q9: When they offer an "all-inclusive" support plan, is it TRULY all-inclusive, or are their "gotchas" hidden in the fine print?
Our Answer: Our "Worry-Free" support plan is just that — worry free. One of the more popular service plans offered by consulting firms today is an "all-inclusive" or "all-you-can-eat" managed services plan. These are actually a good thing because they'll save you a lot of money in the long run. HOWEVER, make sure you REALLY understand what is and isn't included. Some things to consider are:
- Is unlimited remote help desk support included, or extra?
- What about network upgrades, or adding/removing users?

- Is hardware and/or software included?
- What are the costs/consequences of early cancellation?
- If the hardware and software is included, what happens if you cancel the contract?
- Are off-site backups included? To what degree?
- If you have a major disaster, is restoring your network included or extra?
- What about on-site support calls?
- Are home PCs used to access the company's network after hours included or extra?

Cybersecurity:

Q10: Do they INSIST on a robust backup solution?
Our Answer: Because of the ongoing threats from cyber criminals, we are compulsive when it comes to backups. A good back-up can foil the most aggressive (and new) ransomware attacks, where a hacker locks up your files and holds them ransom until you pay a fee. Your backups should be AUTOMATED and monitored; the worst time to test your backup is when you desperately need it to work!

Q11: Are they relying on an outdated anti-virus solution?
Our Answer: We use advanced endpoint security solution that replaces outdated anti-virus solutions because those technologies can't keep up with the flood of threats coming from today's hackers. We even offer a $1,000/computer guarantee that we can rollback a ransomware attack.

Q12: Do they conduct regular security assessments?
Our Answer: We do, and that's simply as a precaution to make sure your network won't be vulnerable to cybercriminals and their attacks.

Q13: If you were to experience a major disaster, do they have a plan for how your data could be restored FAST and/or enable you to work from a remote location?
Our Answer: All customers receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen.

Technical Expertise And Support:

Q14: 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 and make sure the folks helping you are friendly and helpful. We consider this one of the most important aspects of customer service, plus we feel it's important to keeping your data secure.

Q15: Do their technicians arrive on time and dress professionally?
Our Answer: Our technicians are true professionals that you would be proud to have in your office. They dress professionally and show up on time, and if they cannot (for some odd,

unforeseen reason), we always notify the customer immediately. We believe these are minimum requirements for delivering a professional service.

Q16: 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 feel WE should own the problem for our customers so they don't have to try and resolve any of these issues on their own — that's just plain old good service and something many computer guys won't do.

A Final Word And Free Assessment Offer To Show You How To Eliminate System Slowness, Crashes And Viruses And Drastically Lower Your IT Maintenance Costs

I hope you have found this guide helpful in shedding some light on what to look for when hiring a professional firm to for your IT support. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision and avoid getting burned by incompetent or unethical firms luring you in with cheap prices.

Following you will find information on how to request a FREE Network Security Assessment for your company as a next step in engaging with us. There is no cost or obligation, and I guarantee you will find this consult to be extremely valuable and eye-opening.

Looking forward to your call!

Dave Wilson
President, Invario
Phone: 703-528-0101, ext. 111
Web: www.invario.net

Because you have taken the time to read this report, I would like to offer you a FREE Network Security Audit. Normally I charge $500 for this service, but as a prospective customer, I'd like to give it to you for free as a way of introducing our Worry Free program to your company.

During this audit I will...

- ✓ **Pinpoint any exposure to or risk** from hackers, viruses, spyware, spam, data loss, power outages, system downtime, and even employee sabotage. You'll get an overall risk score between 0 and 100.

- ✓ **Provide a detailed summary of security issues** to give you actionable information on how to make your system more secure.

- ✓ **Scan for unusual login activity** such as users who have not logged in for 30 days or more.

- ✓ **Look for hidden problems that cause error messages, slow performance, and network crashes.** For example, lack of disk space, unsupported operating systems, or slow internet speed.

- ✓ **Answer any questions you have** about your network or keeping it running problem free. I can also give you a second opinion on any projects you are considering.

There Are No Strings Attached, But You Have To Hurry...

As you might have guessed, I cannot extend this offer forever, because time and staff limitations simply won't allow it.

If you want to say goodbye to your computer problems and stop worrying about the security of your data from hardware failures, viruses, hackers, and other threats, then you'll want to sign up right now for this Free Network Security Audit.

There is absolutely no obligation or pressure for you to buy anything, or to ever use our services again. As I stated earlier, this is simply an easy way for us to demonstrate how we can help your business at no risk to you.

How To Secure Your Free Network Security Audit

1. Scan and email the enclosed request form to info@invario.net

2. Call me direct at 703-582-0101, ext. 111

3. Send an e-mail directly to dave@invario.net with the words, "Security Audit" in the subject line. Be sure to include your company name, address, and phone number so I can follow up with you.

Sincerely,
Dave Wilson | President | Invario
703.528.0101, ext. 111
www.invario.net

INVARIO
Network Engineers

"Yes! I Want To Make Sure My Network And Company's Data Are Safe From Harm"

❑ **Please sign me up for a FREE Security Audit so I can make sure I am doing everything possible to secure my network.** I understand that I am under **no obligation** to do or to buy anything by requesting this audit. I further understand that these audits are being made available on a **first-come, first-served basis**.

Please Complete And Fax Back:

Name: _____

Title: _____

Company: _____

Address: _____

City: _____ ST: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____

Number of PCs: _____

Operating System: _____

Email To: info@invario.net

Call Me Direct At: 703-528-0101, ext. 111

This form MUST be completed and returned to our offices by: _____

![INVARIO Network Engineers logo]

Here's What A Few Of Our Customers Have Said:

## *Peace Of Mind So I No Longer Have To Worry About The Health Of My Systems On Nights And Weekends*

Invario provides a much-needed safety net for our systems with their disaster recovery and backup procedures. They also take care of the maintenance, monitoring and patching of the systems, keeping us up-to-date with the latest security measures. Having all of this happen without my involvement gives me nights and weekends back, as well as peace of mind when I'm away from the systems.

Patrick H.
National Trade
Productions

Invario provides real business value that is so much more than just IT Services. They work to understand our processes so we don't just get canned services. They helped me analyze usage and implement processes and procedures that work best for my company.

I Rest Easy Knowing My Network is Secure

If my network is down, we are not able to operate our business. Since working with Invario, I've always been able to **rest easy knowing that our network is secure.** I also appreciate their recommendations on equipment and software that make the network operate more efficiently and securely.
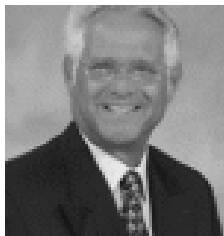
Bob M.
Minuteman Press

Invario's **excellent response time** and concern in identifying the problem separates them from competitors. No matter the time of day, their team available to handle whatever issue arises. There is very little down time.

I would definitely recommend Invario Network Engineers to anyone looking for a dedicated partner to eliminate and address calamities that occur in the digital world!

INVARIO
Network Engineers

IT Specialists that Solve Our Computer Problems and Keep Us Safe

Since working with Invario, we have been especially **impressed with their knowledge** of applicable malware/virus protection programs. They are vigilant about keeping us updated and safe.

Invario exceeds in everything! They handle all of our varied computer issues promptly and accurately. When we are in a panic, the Invario staff puts us at ease and calmly solves the problems. Also, their pricing is very reasonable.

Brenda H.
Raff Embossing and
Foilcraft

If you want an IT firm that steadily gets it right, right away all the time, you really could not do any better than the efficient staff at Invario.

Reliable, Responsive, and Secure IT Support for Over 15 Years

SRG is now in its 15th year with Invario. They help us maintain a **reliable, secure, and affordable network** system that is well-matched to the requirements of our small nonprofit organization. This includes **support for employees and consultants working across the country.**

The Invario team is **highly responsive** when we experience the inevitable hiccups of IT. They get on the problem quickly and they stay with it until things are resolved. They have helped us increase our own IT knowledge, are patient with technical explanations, and creative in resolving unique issues.

Tom T.
Station Resource
Group

Invario's pricing is fair, their billing is **accurate**, and their retainer system is **convenient** for our accounting.