



RELIABLE IT
HEALTHCARE

CLIENT SUCCESS STORIES



**PROUD SPONSOR
OF THE
ORTHOFORUM &
ORTHOCONNECT**

**EXPERTISE IN
HEALTHCARE
COMPLIANCE**

**25 YEARS OF
EXPERIENCE IN
HEALTHCARE
ORGANIZATIONS**

“The BEST thing about Reliable IT is the honesty and trust they build with their customers.”

Reliable IT gave us a third-party perspective on how our IT was performing with regards to protections of our systems and overall IT performance. They were able to validate our current processes and gave us ideas and tools to implement to increase the security of our IT platform. **They are very intentional about meeting your needs and do not believe in the one size fits all approach.** Reliable IT is comprised of more than IT. **The team encompasses operational and EHR expertise, which is unmatched in any other firm I’ve worked with.** They consistently take the time to meet with us, assess our needs, and then create an analysis that is extremely thorough and beneficial in assessing current processes and identifying gaps. They have the ability to look at the entire picture of the practice instead of a narrow scope, which is extremely valuable.



Nicole Banning, MBA, CEO
Colorado Springs Orthopaedic Group

**“What does Reliable IT do best?
They truly become a part of
your IT team!”**

Prior to partnering with Reliable IT, we experienced frequent instability issues and problems with users logging into Citrix. With the expertise of the Reliable IT staff, everything was rebuilt and re-engineered, and we no longer experience these issues. **Reliable IT was able to stabilize and optimize our network and server configurations, which was tremendous for our company.** Reliable IT communicates with us during weekly meetings to provide updates, and through our exchange of information, **we effectively work as a team to come up with a strategic plan to meet our goals.**



Kelby H. Tardi, CPA, CFO
Tallahassee Orthopedic Clinic

“Reliable IT is not your typical IT company!”

Reliable IT has a **very comprehensive team of individuals** who take you through the process. **They have been extremely patient with us in exploring options regarding our Security Risk Assessment, as well as an overall evaluation of our current IT situation.** They are readily available to answer questions and address concerns. They are not your typical IT because they listen, and they are **genuinely invested in their clients.** **The team has various backgrounds in IT, operations management, etc., so they understand the different aspects of our organization and can explain the processes in a relatable way to our management team and staff.**



Jessica Sanches, Director of Operations
Baton Rouge Orthopedics Clinic

“Reliable IT was able to point out some things that we could improve upon and helped us get better processes in place.”

We have always had internal IT, through a local company in Colorado Springs. We still utilize them for our IT needs; however, we got involved with Reliable IT for our security risk analysis that is required for MIPS, Macro, as well as others each year. So, that is how we started with Reliable IT, last year we did our first assessment, and it went really well.

We are in our second year starting our analysis, round two with Reliable IT. They were able to point out some things that we could improve upon and helped us get better processes in place. Some of our big things were our servers and our backup, so we did have to make some changes internally based on their suggestions. We do house all of our IT internally, so we did have to make some adjustments to our servers, what all was stored on each server, just to be more compliant based on their recommendations and have a more secure platform.



Autumn Wolf, COO
Colorado Springs Orthopaedic Group

“Their knowledge of IT for physician practices is vast which allows them to provide best practices to all of their clients.”

Reliable IT is extremely responsive and expeditious. **They met very tight deadlines for our annual IT Security Risk Assessment due to their quick response time and dedication to our company.**



Dean Brown, CEO
Alabama Orthopedic

“Reliable IT has the size and structure we needed to grow exponentially.”

Reliable IT helped us take our business to the next level and grow exponentially. When we need onsite support, Reliable IT responds immediately. **They listen attentively to our needs and strive to meet expectations. They have an excellent team, from back-end support to front-facing, onsite personnel.**



Micah Zackroff, Director of
Business Development
Regenexx

“Reliable IT is hands-down the best value for your company!”

Reliable IT understands healthcare and the ever-changing field of this industry. We can rely on their expertise in the industry to guide us on company policy. Reliable IT’s response times have been exceptional. From strategic planning to



power outages, Reliable IT has been integral to adding resources to match our rapid growth. I would recommend Reliable IT for any organization needing an IT firm!

Eric W. Speer, MBAHA, FACMPE, CAO
Centeno-Schultz Clinic

“Reliable IT guarantees customer satisfaction and they consistently deliver on their promises.”

Reliable IT exceeds the competition in documentation, and they are thorough and meticulous in their implementation and service delivery. Reliable IT maintains the highest



standard in quality. I can always rest assured that the very “top talent” will be managing my projects.

Damian Dyer, CIO
Olios Health, Inc

“Reliable IT provides us with confidence in knowing that our networks are safe and secure.”

It has been especially impressive and significant that the principal of Reliable IT was involved in our project, making sure it was completed to our satisfaction, as well as Reliable IT’s standard of excellence. **Working with Reliable IT has been a**



great experience, and their performance and hands-on approach to service delivery has been especially effective and valuable to our company.

Dennis Viellieu,
Healthcare Executive

“Reliable IT outshines other IT firms in their ability to provide a thorough and detailed analysis of our current IT spend and situation.”

The assessment Reliable IT presented was great for our organization as it allowed me to analyze my current IT in a **real way**. It also gave me a contact for an IT firm that was able to handle our volume. **The initial assessment was extremely**



detailed, thorough, and gave me confidence that nothing was missed. I feel confident in recommending Reliable IT because they consistently give me a complete IT picture.

Kayo Elliott, CEO
Athens Orthopedic Clinic

“Reliable IT understands the workflow of a medical office and the needs of our staff and practitioners. Reliable IT helps me stay on top of constant changes in the healthcare industry and gives me the tools I need to help our company succeed.”

Reliable IT is amazing! I am confident that they are always ahead of the game, offering solutions that are applicable to our business. **Reliable IT “IS” healthcare. They offer up to the minute education on topics such as risks, security, and advancements, and consistently aim to demonstrate quality and distinction in the industry to benefit their customers.**



Lisa Schumacher, Director of Operations
Center for Spine and Orthopedics, P.C.

“Reliable IT is a trustworthy partner who consistently offers practical suggestions and assistance, with our budget and goals foremost in their calculus.”

Since our expertise is not in IT, we have experienced situations with other less professional IT providers who have either failed to take us seriously or tried to “over solve” our problems. **I appreciate that Reliable IT employees communicate with us, treat our staff as real customers, and take our concerns seriously.** It is incredibly important that we receive reliable, actionable advice and service, and **Reliable IT has been infallible in their delivery every time.** I would confidently recommend Reliable IT to any company seeking an IT provider. **Choosing Reliable IT is a no-brainer!**



Todd Welter, CEO
IPN

“Thanks to Reliable IT, we now have confidence in our Security and HIPAA policies and procedures!”

We found Reliable IT to be very comprehensive, as indicated by the extensive survey and assessment, followed by the report they provided us. They were very professional and knowledgeable. **Not only did they make us cognizant of**

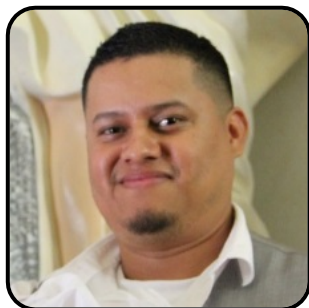


various security risks, but they were able to provide effective remediation techniques and advice that fit our needs.

Bill Lindsey, CEO
OrthoGeorgia

“Reliable IT will work 24/7 to help you with your issues.”

When our servers go down, Reliable IT is immediately engaged in fixing the problem. They are quick to respond, and the help desk assistance is efficient in connecting us with the right person.



We have been extremely pleased with their reliability whenever we are needing help.

Derrick Sanchez, IT Manager
Progressive Orthodontics Seminar



“We have NEVER been ignored or delayed, from a small request to an urgent matter. Reliable IT’s service is always excellent!”

Reliable IT provides prompt, reliable, and honest service that is consistently delivered in a timely manner and by a talented resource team. They offer a menu of options that a client can choose from, while helping the client understand the scope of the options presented. **They address the clients’ needs and do not hard sell or up sell, which I appreciate in an IT company.**

Karen Davis, BSN, MS, CEO
Hand Surgery Associates

“Reliable IT is by far the best IT firm I have encountered in my 20 plus years of healthcare experience.”

Reliable IT cares about the end-result. **They make sure the job is done right, and most importantly, they believe in doing the right thing for the customer.** Their team not only excels in their required technical experience, but they also give the client reassurance of knowing the job is completed correctly. Reliable IT provides superior customer service, “hand-holding” and guidance during service implementation or crisis resolution, and they consistently go beyond what is required. **If your company is looking for an IT solution, you can’t afford not to choose Reliable IT!**

Christine Marcello, COO
Beverly Hills Aesthetic Surgical Institute

“The peace of mind and great customer service provided by Reliable IT is priceless”

Reliable IT is patient, understanding, and dedicated to finding solutions that allow us to focus on our business. **It is well worth the investment to know that we have specialists who can resolve our issues quickly and professionally.** I don't have to worry about IT issues that might take significant time away from my core business because I know Reliable IT will take care of it.

Steve Zimmerman, Owner
Zimmerman Home Care Group

“I feel like we are supported, and Reliable IT takes care of us as their own.”

I feel the “personal” relationships built in the very beginning stages have helped me/us feel comfortable with the move and the changes along the way. I know that when I have a question or urgent issue it will be addressed immediately, or I will be notified as to when it will be resolved. No change is without hiccups, but **this has been one of the smoothest transitions I have been through.** RIT is responsive and engaged with our team. I have worked with several IT firms with mixed results. **RIT has taken the time to learn our infrastructure and to engage with our employees, so we feel like they are part of our team rather than just a vendor.** The level of support we have

received has been phenomenal making the transition as smooth as possible. **You won't regret partnering with Reliable IT.**



Angela Kobel, Chief Financial Officer
Lincoln Community Hospital
and Care Center

“With Reliable IT, you get their experience of working and implementing tools in multiple environments, so it’s rarely the first time they’re doing something when they’re installing it in your environment.”

When you have your own internal IT team that only works with your environment, all they get to know and see is your environment. It’s been a huge benefit having Reliable IT on board, because they’ve already gone through the executing implementations out of the gate and the lessons learned from those. Prior to Reliable IT, we experienced outages for a variety of reasons, but the impact to the company was significant, based on network design and certain limitations to servers and infrastructure design and understanding. We were a totally flat network, so anything that happened to our Golden office where our servers were on-prem shut down the rest of the company as well. We also had performance issues, because our only outbound internet was routed through our main facility. Therefore, each facility didn’t have its own access to the Internet, so again if anything happened, our entire company was down. **With Reliable IT coming on board that was one of the first gaps that we addressed. We put in a redundant MPLS network across all sites; each site now has its own internet access completely. We migrated our servers from an on-prem solution to a data center that has the backups and the systems to run a larger infrastructure like ours. It also gave us the flexibility that if we do have a power outage in one of our facilities, or if something else outside of our control happens at any of our facilities, that facility is isolated without impacting the rest of the company.** The other thing that the

network design did for us, in segmenting the network correctly, was allow our support teams the ability to diagnose and troubleshoot problems faster. It's been a beneficial relationship for us thus far, and we'll see where it continues to move. **Where Reliable IT has also helped us is in providing virtual CIO services, so it really helps us source solutions better.** The quarterly reviews that we do also help us line up the strategic IT plan with the business plan. We don't need to shuffle priorities, we don't need to move things in different directions, but if we do, we're all agreeing to it and we're moving as a single solitary unit, which has been great. **Reliable IT has really been embedded into our culture. For an IT company that is an outside, outsourced organization, you can't expect anything better. The bulk of our IT support is actually done remotely. Being able to contact an IT person over the phone is easy, and having a helpdesk queue just answer it, whether they're here in front of you working, you know you're sharing resources. This makes response times go down, and their ability to troubleshoot the systems is the same as if they were on-site.** If they just want to do a regular phone call, they can do that. They can get the information they need from the end-user while still making the end-user feel as if they are being heard. That's one of the gaps that I think a lot of people have as an area of concern. How do you provide support remotely, but still make sure your teams and staff feel



like they are truly being cared for. With Reliable IT and the way they handle remote support, we haven't had those problems.

Chris Francis, IT Director
Panorama Orthopedics & Spine Center

“I appreciate that the Reliable IT team was very good at talking to me about how I wanted that data to be presented.”

There are really two reasons why Reliable IT was the first call on my list in terms of talking about security and managed services. One is, you always want to have an outside vendor do your SRA's and penetration testing, so it was a natural fit to get a sense of how working with our IT would be, and second, it was a natural first step because they could evaluate our systems and our services very objectively without any concern there. During the time that we were planning the SRA to get the schedules set up with plans, we started to have some service issues with our current managed IT services company. Nothing major but enough to start to make me a little bit curious about what other companies are out there that do managed IT. **The experience, of the SRA and Pen test has been extremely positive. The team comes in, they do a professional job, and they do a great job of giving you very human feedback on what they see. You can tell that the team is very competent in the areas that they are focused on.** The interesting thing is when we went into the idea of the security risk assessment and Pen test, it seems like sometimes people ask for this to be done and they don't really want to know what the problems are and I'm the exact opposite. I'd rather know all the skeletons in the closet so that we can fix them. It was great to work with them, and at the end of the risk assessment what I liked is that we sat down and had a good meeting about if there was something that was absolutely a risk that day, and they would work through that with us. Then they put everything into categories, high and low priority, and provide us a very detailed analysis, which we're going to work through together.



Matt Fletcher, Director of Systems
Integration & Development
Illinois Bone & Joint Institute

“Reliable IT’s management of cybersecurity makes us confident in their abilities to protect our bank.”

We’re a small bank and we don’t have an IT budget, per se, to have a person on staff; therefore, Reliable IT acts as our internal IT. Moreover, with regards to cutting costs, we have 3 locations - 1 branch, but 3 locations. Two of the locations are remote, and one had an on-site person, but we were trying to cut costs and realized we could do that by not having an on-site person. The other two locations can function with a remote tech person and so can the branch. It’s been almost a year since we did that and it worked out fine. The ability to phone in or send an email is really nice. We have had a good partnership with Reliable IT. Recently, some of our personal PCs were down for days because we had two types of software that did not talk to one another properly. Therefore, we removed McAfee to install Web Root and McAfee left behind a trail that took days to figure out. I appreciate the effort Reliable IT put in to get it resolved, as they were hands-on-deck for 24/7 until it was resolved.

Outsourcing to Reliable IT has helped us stay focused on our core business, avoiding the distractions of complex IT decisions. **Reliable IT provides management of technology risk due to their explicit knowledge in the industry, specifically in the areas of security and compliance issues.** They are familiar with our technical environment and provide knowledgeable and timely recommendations for updates/upgrades as needed. **They reduced costs while improving the overall IT experience for our community bank.** They are attentive in providing quick responses, and thorough when working with us to resolve issues. Reliable IT is a great partner because they listen to us!



Leslie Amberger, EVP/Chief Risk Officer
EH National Bank



“Reliable IT understands the pressures of a community bank and they keep Security a Top Priority, which gives us reassurance that our partner values our bank's security, especially when emergencies strike.”

Reliable IT has been a trusted advisor and partner for Golden State Bank for almost 10 years. I can always depend on the team at Reliable IT to offer informed recommendations on improvements and solutions to our existing IT issues. **They understand our process and can seamlessly integrate with bank core platforms, as they continuously stay on top of financial services technology trends, evolve with the changing technology landscape, and understand the regulatory and compliance requirements for the banking industry. They are a true value-add to our organization and growth.** Reliable IT always puts their clients first, as the helpdesk team goes above and beyond to ensure our staff's needs are met. Their senior engineers are top notch in their expertise and take a proactive approach to work, and we have never had an issue with response time to ensure our issues are resolved quickly.

I see Reliable IT as an extension of our bank's IT department; not only IT but everything incorporated into that realm, such as information technology, information security (particularly with cybersecurity), support and delivery, and really administering the whole program in its entirety. I partner with Reliable IT because they are the advisers in this area; they are the experts. I'm not going to pretend that I am the expert because I don't know what I don't know. Outsourcing to Reliable IT really does strengthen our overall program and our posture when it comes to maturity in the IT information security space. Honestly,

information technology and information security never sleep; it is 24/7, and that is a lot of pressure to have on someone in management. Knowing that someone is taking on that role and they have your back; to me, that is the biggest comfort of it all.

Reliable IT as an organization really meets where our strategic plan is going, and they continue to be there for us. They continue to update us on information and trends in the industry, and I can always rely on them.



Nikki Almazan, FVP & IT Director
Golden State Bank

“Every second you wait to make the change to Reliable IT for all your IT needs, is one more second you remain vulnerable.”

Reliable IT is not just our vendor, they have been a real partner to Mission Bank. They are truly a part of our team. Reliable IT is adaptive to any changes that are necessary and responsive to our needs and requests. They provide reasonable solutions that are both effective in the present as well as foundational for the future. **The ability of Reliable IT to address the ever changing cyber and regulatory environment ensures that our bank and our customers’ information will be safe and protected.**



Sheldon Ralph, CAO
Mission Bank

“Thank goodness our community bank chose Reliable IT!”

US Metro was searching for an IT provider to transform our IT to meet our growing needs. Thank goodness our community bank selected Reliable IT. **Their performance continues to meet and even exceed our expectations.** They have a great understanding of community banking and provide exceptional consulting services.

The migration process is something I can mention because it was very successful. We didn't have any challenges during the change. Working with the previous managed services provider, we couldn't get documentation and reviewed compliance items. Therefore, there was a lot of project involvement because I had to run multiple branches or wings. So as time went by, I felt like a lot of things just passed without complete control. **However, as soon as we signed up with Reliable IT, all of those migration processes were very successful, without any challenge, and the backup solution and server management was very successful as well. In addition, we feel very safe about the way we have been working with Reliable IT.** Now we are looking into modern technologies, as well as co-location and migration. It will be very exciting to work with Reliable IT.



Josh Rhie, FVP/IT Manager
US Metro Bank

“Reliable IT is Honest, and they do things the Right way!”

The relationship that Reliable IT has with our team has been the biggest benefit to our company. **They are great listeners, and because they partner with us, they know how we like our network to run.** They give suggestions and work with our team to come to an end result that fits our bank’s needs. **They will not put their name on something if they do not feel it is**

good for our company, and we could not ask for a better extension of our IT Department.



Nancy Pavlas, EVP/CTO/Operations Mgr
Central Bank

“Any time we need them, day or night, Reliable IT is there and able to solve the problem.”

We trust Reliable IT’s judgement on security products to keep our bank safe from all types of IT related threats. We are very happy with the services they recommend and feel safe with the products they have in place.

Kenneth Knesek, Vice President
Citizens State Bank

“Reliable IT’s support is tailored to the banking industry, which distinguishes them from other general IT support firms.”

Reliable IT’s commitment to providing 24-hour availability, offering expertise and assistance for small to large problems at any hour, has been a huge benefit to our company.

Based upon our experience with Reliable IT’s quick response time on tickets, their scalable support options, and the years of expertise they have on staff, I would recommend Reliable IT to any company needing an IT firm.



Dennis Hansen, CFO
Austin County State Bank

“Reliable IT’s skill and experience in community banking removes uncertainty and worry.”

The Reliable IT support team provides courteous and speedy resolution of technical issues for the end-user, which **exceeds the service we experienced from other companies in the past**. In a world of ever-changing technology, having Reliable IT behind us significantly reduces the concern and burden of IT management. **They are as their name implies – RELIABLE!**

William Lau, President & CEO
Eastern International Bank

“Partnering with Reliable IT is the best decision we have ever made!”

I have tremendous peace of mind not having to worry about our bank network’s up time as it is being monitored 24/7 by dedicated staff at Reliable IT. **Reliable IT exceeds the competition in their overall standard of excellence, as they**



are more proactive, accountable, and conscientious than any other firm we had used previously.

Lori R. Saunders, COO
Plains State Bank

“Reliable IT listens, AND they deliver on their promises!”

Our bank was seeking a Virtual Chief Technology Officer service with depth, professional diversity, and flexibility. Reliable IT provides each of those things. I am constantly impressed with **how they listen before they speak and follow through** with what they say they’re going to do. **Making the decision to go with Reliable IT has allowed me to sleep at night.** I know that the oversight of our bank’s information technology and cyber security is safe in hands of Reliable IT.

R. William Wilson, President & CEO
California Business Bank



“I would recommend Reliable IT to any banking organization, as they are genuine in their efforts to be a true partner to banks.”

The benefits to partnering with Reliable IT have been numerous and far-reaching. We have been with Reliable IT for many years. Initially, so much needed to be organized and brought up to speed that we could not have done it without them. Through the years Reliable IT has been there for us during many critical situations. **They supported us during a core conversion, assisted us through 2 hurricanes, and provided us with valuable information and resources to stay compliant with examiners.** They consistently anticipate changes and needs based on the IT environment, and partner with us to strategize and implement solutions that work within our budget. **We have a close relationship with Reliable IT that is vital in terms of our efficiency and productivity. In addition, it has been enjoyable because of their friendly, supportive, accessible, and responsive employees.**

Kathy Flourney, Vice President & Cashier
Chasewood Bank

“With Reliable IT, you have network engineers, help desk, & multiple levels of technical knowledge all available to you, which is a huge cost savings when compared to paying for multiple staff with that knowledge.”

Before Reliable IT, we were lacking good support as far as our help desk was concerned, as well as our infrastructure support, and just having that IT knowledge base available. We've been very happy with Reliable IT since we started working with them. Moreover, they've helped us prepare for the future, prepare for cybersecurity threats that are on the horizon, as well as in many other ways. Their response time has been excellent. We're very happy with their service. **With Reliable IT, it's like they're right there in the office next door.** I can pick up a phone and call the technicians assigned to our account and they assist us very quickly. We do have our internal IT staff with two members who provide hands-on support, but most of the time with any of our systems, Reliable IT can remote in and fix the issue. **With the cost of salaries and benefits compared to an MSP like Reliable IT, Reliable IT is an option you should seriously consider.** You have the help desk, network engineers, and various levels of technical knowledge all available to you.



This is very valuable versus paying for a staff of five people with those different levels of knowledge. It's a quite a huge cost savings when you look at it from that perspective.

Micah Calloway, IT Manager
Mission Bank



“Out of a group of businesses whose networks were targeted by a foreign government, thanks to Reliable IT, we were the only company whose network was not penetrated!”

As a government contractor with a facility security clearance, it is a relief to have such a trustworthy IT partner. We were part of a group of 10-15 small business government contractors targeted by a foreign government to penetrate our networks. We were the **ONLY** company whose network was not penetrated! **I credit Reliable IT's top notch maintenance and planning for that. Working with Reliable IT, we were able to reduce our IT labor cost by 50% while greatly improving our IT security and reliability. If you are thinking of hiring Reliable IT, DO it!** It will save you money, provide you with invaluable resources, and give you peace of mind that your network is secure.

Jule Hughes, Executive Assistant to the President & CEO
Irvine Sensors

“Reliable IT is consistently available and has the expertise to fix a problem the first time.”

Their promptness in responding to our needs and resolving issues has been unsurpassed. **I am always pleased with the quality of their delivery, from start to finish.**

Betsy Keller, Owner
Keller Material, Ltd

“Reliable IT understands our business.”

Reliable IT’s model of being supported by a dedicated team is a key part of the success of our relationship. **Reliable IT’s dedicated team takes the time to understand our business, resulting in IT that aligns with our business objectives.**

Patti Fisher, CEO

Fisher Lighting and Controls

“Trust is a huge factor in a great partnership, and I trust that Reliable IT has our best interest at heart.”

I have confidence in Reliable IT’s ability to execute. No matter what the situation is, I can always trust that they are working relentlessly to find a resolution quickly and accurately.

Aligning with the customer’s needs is a strength of Reliable IT. They are sensitive to our circumstances related to multiple projects and aggressive timelines.

Josh Smith, Network Operations Manager

Houzz



“Communication is the key that binds our relationship with Reliable IT.”

Our company requires a dependable and flexible IT partner to oversee the status and schedules of multiple contractors across the country. Reliable IT delivers by providing quick, alternative options, and effective communication throughout the engagement.

We value the communication we have received from Reliable IT. It meets our needs and has exceeded our expectations from the very beginning.

Matt Ammiller, Head of US IT & Facilities
QIC US Management Inc.

**“Reliable IT makes my job easier!
They take care of everything!”**

With a comprehensive organizational process and quick response time, they resolve issues in a systematized and effective manner.

Reliable IT is a one-stop shop.

The knowledge and expertise demonstrated by Reliable IT creates a seamless process. **I would highly recommend Reliable IT for any company!**

Donna Sanders, CFO
Comstock Crosser and Associates



“Our confidence in Reliable IT is the cornerstone of our long-standing relationship.”

Prior to Reliable IT, we tried the approach of troubleshooting over the phone with people who were unfamiliar with our company and many times out of state. This took much longer to remedy the problem and it lacked the personal touch and sense of investment in our IT problem and solution.

Working with Reliable IT has been a night and day difference! The technological expertise and responsiveness of Reliable IT is a huge benefit to our company. The technological “know how” and expertise demonstrated by Reliable IT’s dedicated team, and our confidence in their service delivery is the cornerstone of our long-standing association with Reliable IT.

Kathy Brown, Deputy Director
Justice Assistance

“You won’t regret choosing Reliable IT!”

They are diligent in providing well thought-out and comprehensive solutions, which offer suitable options for our company. **Reliable IT is consistent in providing high-quality services, and they are attentive and responsive to the needs of our company.**

Paul Daniels, Senior IT Consultant
Idemia



“I can trust Reliable IT to deliver important products to my nationwide locations in a timely manner.”

Products are a dime a dozen; a commodity, but service is where Reliable IT surpasses the competition. They take care of our company’s needs. Reliable IT demonstrates a standard of excellence in their service. They are trustworthy, and I know I can rely on them to meet time sensitive deadlines and expectations.

Paul Moore, Director of Programs
David Bohnett Foundation

“Reliable IT’s depth in talent, knowledge, and experience has proven to be invaluable to our company.”

Reliable IT offers a wide range of services and resources, which includes a combination of network, helpdesk, procurement services, and phone systems. **The “one-stop shop” experience that Reliable IT provides has been highly beneficial and practical in coordinating and systematizing our organization.**

Gordon W. Fletcher, CPA, CFO, & Treasurer
Arden Engineering Constructors



“Reliable IT cares about our business and our IT situation. I know they will be there in emergencies and make us a priority when we need them.”

One of the biggest benefits to working with Reliable IT has been their **personalized attention and responsive IT support for our mobile staff**. They are **on target with their decisions** related to implementation and resolution of IT related issues.

Dr. George L. Harris, President
Calyptus Consulting Group, Inc.

“Reliable IT provides strong, timely, and consistent support.”

Reliable IT is adept at handling each of our needs. **They offer an outstanding overall IT solution for workstation/server maintenance, backup solutions, knowledge of upcoming technologies and general support.**

When necessary, they have worked seamlessly with other IT professionals (addressing software installations, server rebuilds, email, etc.) to get us up and running. **They are very responsive to all types of circumstances, from general maintenance to urgent emergency situations.**

Chris Bishop, Owner
Altaflo



“Reliable IT brings us peace of mind that is beyond compare.”

The Reliable IT staff is dedicated and committed to our company. They answer the phone 24/7 and can resolve our issues remotely, time and time again. **It is so reassuring to know that when we encounter the frustration of a system or software problem, an expert from Reliable IT is there to get us back on-line without skipping a beat.**

Peter Stoner, President & CEO
Technology Insurance Special Risks LLC

**“Because of Reliable IT,
the stability of our infrastructure
has remained constant.”**

Our dependable Reliable IT team consistently exceeds our expectations in their service delivery and dedication to our projects. Our relationship with Reliable IT has provided many benefits for our company, but most importantly the stability of our infrastructure has remained constant. **The knowledge that Reliable IT maintains is second to none.**

Nick Asta, Assistant Chief
Barrington Countryside Fire Protection District



**“With Reliable IT,
I can now trust someone else to
handle our IT more effectively and
accurately than ever before.”**

Communication, Knowledge, and Integrity defines Reliable IT. When I need expertise, it’s only a phone call away. **It is liberating to know that whatever we “think up” or need done for our company, Reliable IT will ensure that it is implemented correctly.** If a company is growing or needs to move faster, Reliable IT is the IT firm that can help you accomplish your goals and scale to meet your needs.

Justin Doe, President
Jondo, LTD

**“You won’t find a more distinguished
professional solution for your IT
needs than with Reliable IT.”**

The personal commitment we receive from Reliable IT surpasses other vendors. They are **superior in their depth and quality of service. Reliable IT is nimble and available to fill any order at a moment’s notice**, which has been a tremendous benefit to our company.

Stuart Strauch, Inventory Analyst
Mattel – Ft. Worth



“Sending a single email to Reliable IT solves complicated problems!”

Reliable IT provides “hands-off,” low maintenance support from my end, so my time is not wasted getting IT issues resolved. Reliable IT’s customer relationship also surpasses that of other IT firms I have worked with in the past. I have a close connection with each of the members on my dedicated Reliable IT team. For companies needing IT resources, **Reliable IT is a low risk decision that comes with big gains.**

Nathan Dollman, IT Manager
Alpargatas USA

“Reliable IT offers considerably more resources that align with our needs.”

Reliable IT has been efficient in implementing a plan that stabilized our network, resolving the common issues that had plagued us before. Reliable IT not only brought stability to our network and workstations, but also continue to deliver valuable support whenever we need their services. **Compared to the smaller IT companies we had worked with in the past, the increase in stability and resources provided by Reliable IT is a significant benefit to our company.**

Eric Peterson, Director of Creative Development
LuxBus America



**“We are longstanding partners with
Reliable IT and have complete
confidence and trust in their abilities.”**

Reliable IT utilizes a systematized and efficient process to provide appropriate, scalable services, and they are prompt in assigning the right people for the specific job. We feel secure in knowing that if hardware, software, or network problems occur that cannot be fixed internally, the technicians at Reliable IT are competent and thorough in diagnosing and resolving our issues. **Their top-level technicians are veteran Reliable IT employees and provide us with a level of stability that exceeds other IT service providers.**

Joane Mitsui, Office Administrator
Law Offices of Monteleone & McCrory, LLP

**“We would not trust our company
information with anyone else!”**

Reliable IT outshines all other companies we have worked with in the past in terms of turn-around time. If we have an issue, our Reliable IT specialist is on the line to help us within a matter of 10 minutes, even with the difference in time zones. Reliable IT’s knowledge of products and services is another area that transcends the competition. They go above and beyond to make sure our company is running smoothly, even if the issue may not be with a product they have provided. **The patience and time that our Reliable IT specialist dedicates to our company to make sure our IT is running smoothly and without hiccups is AWESOME!**

Jennifer Moody, President
JWM Group



“Reliable IT is distinctly different from other companies in their connections built with our staff.”

One of the biggest advantages to working with Reliable IT is their flexibility and ability to resolve problems in a timely manner. Most of our employees travel and are not available to be in the office for onsite repairs, but Reliable IT is able to work remotely to ensure our company continues to run smoothly.

Their representatives are very approachable and ready to help, and our employees feel safe going to them for any IT related issue.

When everything seems to go down in the IT department, Reliable IT is always there to help resolve issues. **If a company is needing an IT firm, I would recommend Reliable IT. You can trust their name,** as they are very reliable when you need them the most.

Nicole Broersma, Office Administrator
174 Power Global Corporation



“The level of expertise provided by Reliable IT has been nothing short of impressive.”

Reliable IT gives our small IT department the ability to focus on our core business while feeling confident that tasks designated to RIT will be managed promptly and efficiently.

Our Reliable IT specialist has consistently recommended solutions to issues that have stumped even our most knowledgeable staff.

We never regret the many times we have engaged Reliable IT for assistance with the IT side of our business. They save us time trying to solve challenging issues and consistently deliver trustworthy and comprehensive services with their expertise and helpfulness. **We feel comfortable handing over our complicated, time-sensitive challenges to Reliable IT knowing that we will get rapid results.**

Steve Murchie, CEO
Envision Technology

“I do not want to run a business without having Reliable IT there as my “backbone.”

Working with Reliable IT means that my issues can be solved quickly and efficiently, and I never have to leave the office. I cannot imagine going back to guessing about fixing a problem or taking my computers to a store. I travel extensively, and it is extremely important for me to have access to support. I can always find someone from Reliable IT and their excellent team



of professionals to help me, even if I am in a hotel room 6,000 miles away.

I have been a loyal customer of Reliable IT for over 7 years and cannot imagine running my businesses without the support of the excellent Tech Staff at Reliable IT.

My office requirements are complex as I home office for a Global Organization and, at the same time, run my personal LLC. The programs I run are diverse, and the computers necessary are for functions as complex as design and accounting, supporting a VPN, and conferencing around the world, as well as utilizing Microsoft Office. I rely heavily on the expertise of Reliable IT. I became a client of Reliable IT after being burned by a very well-known company who “backed-up” my entire computer system and lost 8 years of data when the backup failed.

Reliable IT has always been confident in their back-up and products, and they take care of things quickly and efficiently. I turn to the Tech Staff for advice on purchasing new equipment and take their suggestions on purchasing new programs which make my numerous jobs easier and more efficient.

Trust is the most important concept in handing over your computer data to any person or company, and I trust Reliable IT with my company's information.

Knowing that whomever answers my call is skilled and knowledgeable is important to me.

Knowing that there are multiple layers of support is comforting and keeps me loyal to Reliable IT. I also value the fact that I am not just an unknown customer, as I know many of the techs and they recognize me when I call in.

I will gladly serve as a personal reference for Reliable IT if anyone would like information about this reputable company.

Joanne H. Joham, CMP CMM, President
J Joham Associates, LLC



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