

### **We're all in this together**

We're in this business to help other small businesses grow and move forward. It's as simple as that. We're driven by the philosophy that if we help local businesses solve their IT issues so they can become more profitable and successful, then we will inherently grow along with them. There is no catch, no gimmick, just experience and best practices that we've honed over the years to make our services work for YOUR business needs.

#### **From the desk of Louie Saldivar, CEO of Tier 3 Technology Solutions**

Dear Business Owner,

Hello, my name is Louie Saldivar, CEO of Tier 3 Technology Solutions. We've been serving the Fort Wayne area since 2002. As a business owner, I feel a lot of similar pain points as you. Just like you, I know how much of a hassle it can be dealing with IT troubles. It's expensive, it's time consuming, and it's downright frustrating. You pay your employees to work, but if their workstations aren't working or the server is unreachable, they can't do their jobs.

#### **Is your IT provider causing you headaches?**

Does it seem like they are constantly chasing the same problems while your users still can't get to their work? Did you know that most of the day-to-day IT issues you experience can be resolved with just a little proactive maintenance?

IT Support doesn't need to be expensive or frustrating. That's why it is my personal goal to change the way you think about IT, and here's how:

I will give you 2 free hours of our Tier 3 Technology Solutions service to show you that there is a better way to solve those day-to-day issues that plague businesses everywhere of all sizes. If you don't have an issue for us to solve right away, that's fine; use your 2 free hours to have us run a full audit on your network infrastructure and map out any weak points, finding issues before they even occur. That's the Tier 3 Technology Solutions Difference; proactive maintenance to prevent downtime. We don't wait around for things to break; we keep your business up and running all day, every day. Why experience a loss in productivity or get slammed with high computer repair bills? We want you to expand and grow.

People ask me, "Aren't you worried about businesses taking advantage of this free service?" I'll admit, it happens, although rarely. Most business owners are honest people who are frustrated with their current IT. They just want someone they can trust to maintain their infrastructure so they can focus on what's really important; driving their business forward. I love seeing my clients succeed, hearing that their profits have gone up and their expenses have gone down. As my clients grow, my business grows along with them. It is in my company's best interest to provide the best service possible.

I urge you to take advantage of our service, and you'll see that I'm right; we're the best at what we do, and our level of service is top-notch. We've worked hard to lay out the best practices, train our talented team and provide them with the best tools in the industry. I want to give you a chance to experience it before you risk your money on a whole new IT company. Once you've

tried it and love it, we'll take great pleasure in welcoming you to the Tier 3 Technology Solutions family as another one of our happy, loyal, long-term clients.

Have a fantastic day,  
Louie Saldivar