

## Is Your IT Company Really Giving You Peace of Mind?

- Did your IT provider start out strong—responsive, helpful, and engaged—only to fade into the background over time, leaving you frustrated and wondering if they’re really on top of things?
- Do you feel like your IT is “out of sight, out of mind” until something breaks?
- Are you confident your network is properly protected against ransomware, downtime, and especially **business email compromise**, one of the costliest cyberattacks for small and midsize businesses today?

If you hesitated on any of these, it’s time to take a ***closer look***.

Dear Colleague,

As you can see, I’ve sent you a tiny magnifying glass. Why have I done this?

Simply as a way to catch your attention and offer you a **FREE IT Assessment** so you can take a “closer look” at whether or not your current IT company is keeping you secure from ransomware, downtime, data loss and cyber-attacks.

My name is **Ed VanderLaan**, President of **Professional Computer Management Inc. (PCM)**. For more than 30 years, we’ve helped business leaders like you eliminate IT headaches, improve security, and gain the peace of mind that their systems are truly protected.

Here’s a reality most CEOs don’t hear from their IT team:

**Over 97% of networks we audit have major gaps in security and reliability.** These gaps often go unnoticed until they cause downtime, data loss, or a cyberattack. And the cost of a **business email compromise (BEC)**—where attackers trick staff into wiring funds or exposing sensitive data—can be devastating.

That’s why PCM takes a **structured, proactive approach**. Instead of waiting for problems, we conduct **regular checks, audits, and reviews** to ensure your systems are healthy, secure, and aligned with industry best practices.

### **A Free 30-Minute IT Assessment**

I’d like to offer you a complimentary 30-minute IT Assessment. In this meeting, we will:

- Evaluate your current IT support—what’s working, what isn’t, and where risks may be hiding.

- Identify whether your network and email are properly protected from ransomware and BEC attacks.
- Show you how a structured, proactive approach can deliver more reliable performance and fewer surprises.
- Provide practical recommendations in plain English, not “geek speak.”

At the end, you’ll receive a clear, easy-to-understand report highlighting strengths, risks, and next steps.

### **Here’s What Other Business Leaders Say About PCM:**

#### **“Professional, Prompt And Reliable Service That Gives Peace Of Mind”**

As our tech needs increased, we reached out to our contacts and Professional Computer Management **was recommended by a company of similar size and needs**. We could no longer function without quick response to hardware and software problems, plus security concerns.

PCM provided a very detailed description of their high-level support services. We reviewed this with a trusted IT consultant who assured us that **their proposal was impressive and thorough**. Their depth of knowledge is apparent. We believe quality is important, so we trusted our referrals; **we have never looked back. Their service is professional, prompt and reliable**. It is as if they are a trusted part-time employee; **they know our system, people and office dynamics**.

Our servers and network must be solid and fully functioning. PCM is constantly monitoring our hardware and can provide several options for handling problems. Backup was a major concern and I am certain **we now have the best that is available**. Security vulnerabilities are complex, and I am fully confident these have been addressed to the highest level. **Having PCM with full-time support for the frequent (almost daily) issues that arise gives peace of mind**. We’re very pleased with their response time, their large staff, their attention and problem-solving abilities. We have no hesitation in recommending their full support services.

– *Judy Brechin, Office Manager, Brechin & Huffman Lawyers, Burlington*

#### **“Peace Of Mind, Allowing Us To Focus On Our Business”**

Our company relies on our systems to be up and running, and should there be issues, we need it to be up and running as soon as possible. Technology is such an integral part of business today that we cannot afford to worry that we are cutting corners when it comes to such an important asset. Businesses are in business to do what they do best, service their clients, manufacture products etc. and **the service that PCM provides allows companies to focus on what they do** and not have to get caught up in trying to manage technology. Partnering with PCM is like having your own IT team at your disposal allowing you to focus on what you do best without the overhead of an IT department.

Having PCM monitoring our systems allows our firm to focus on managing our clients. **There is no worry about managing all the updates, backups and other technology requirements** since it is all handled and monitored. Problems and issues are identified before they cause problems. **Since we are not technology or security specialists** (and don’t want to pretend to be one) I can trust that the monitoring service provides and maintains system health and security. With all the cyber-attacks and ransom demands being made today it is not worth the exposure. **The reports that we receive** on a monthly basis show all the updates, patches and overall system health **are proof enough** to know that **we could not maintain this all**

**ourselves** and would no doubt leave us vulnerable to attack or system failure. **It provides us with peace of mind.**

– *Brian Vanderhout, Partner, P.V. & V. Insurance Centre, Burlington*

### **“Confidence Restored And Now We Can Sleep At Night”**

Our operation relied solely on a small IT consultant to manage our network for several years. The experience left us distressed as we kept encountering weekly problems with our network which impacted our service capabilities to our clients. **Our limited security, inadequate backup protocols and outdated security software, resulted in our being breached on two separate occasions with the consequence that our operation was literally ‘down’ for a week.** The experience caused unimaginable distress not to mention the cost of fixing the system. This led us to conclude that there had to be a more professional IT manager out there. After extensive market research, we found Professional Computer Management. The day we engaged with PCM was the turning point for us. **Our confidence was restored that we had finally found an extremely professional organization with a strong bias for customer satisfaction and problem-solving skills.**

The staff at PCM, are **friendly, courteous and responsive to our every IT need.** I can say categorically that we have never had any reason to consider replacing PCM in the many years of our partnership. They allow us to sleep at night!!

– *Conor O’Callaghan, Director, Benefits & Travel, Canadian Religious Admin Services Inc., Toronto*

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## **What To Do Next**

To schedule your free 30-minute assessment, please call my office at **289-656-1100**, visit **[www.pcm.ca/closerlook](http://www.pcm.ca/closerlook)**, or e-mail me directly at **[evanderlaan@pcm.ca](mailto:evanderlaan@pcm.ca)**.

I will have my assistant follow up in the next few days to make sure you’ve received this letter and to see if you’d like to book your complimentary meeting.

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As Mark Twain once said, supposing is good, but KNOWING is better. As the CEO, you need to know for sure that your IT company is not failing to protect you.

Awaiting your response,



Ed VanderLaan  
President, Professional Computer Management Inc.

### **P.S.**

This meeting is quick, easy, and comes with no obligation. If nothing else, you’ll walk away with clarity about your IT and the peace of mind that comes from knowing exactly where you stand. Isn’t that worth 30 minutes of your time?