

WHY LOYALTY SHOULD BE YOUR TRUSTED IT PARTNER

LoyallTy distinguishes itself from other MSPs in the Green Bay & Fox Cities region by specializing in providing IT solutions tailored to the needs of business-oriented individuals seeking growth, enhanced productivity, and tools to facilitate their business advancement.



The Secret Sauce...

LoyallTy's approach is different from other Managed Service Providers (MSPs) in the Green Bay & Fox Cities region in that we prioritize understanding our clients' business objectives and tailor our IT solutions to support those goals. Our business-focused approach ensures that our clients get the most value from their technology investments and are equipped to overcome their unique business challenges.

Tech Troubles, Begone!

Many Managed Service Providers (MSPs) in the market offer generic IT services that don't align with their client's unique needs and goals. This can lead to inefficiencies, cybersecurity risks, and missed opportunities for growth and success.

The LoyallTy Guarantee



REDUCED NOISE

Through the effective use of automation and meticulous analysis of trends, we achieve significant reductions in service requests.



EXCEPTIONAL CUSTOMER SERVICE

Our helpdesk boasts a satisfaction rate of at least 95% and guarantees a quick response time - an average of 13 minutes.



COST-EFFECTIVE SOLUTIONS

Our agreements are more cost-effective than hiring an experienced in-house technician.

Contact Us Now



920-489-3187



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www.loyallty.com

10 THINGS WE DO BETTER

- ✔ As a women-owned and operated IT company, we bring a unique blend of expertise in business operations and management to the forefront. This sets us apart from the majority of Managed Service Providers (MSPs) who are primarily led by technicians who are learning the business side of operations. Our diverse background allows us to offer a well-rounded approach that combines technical proficiency with a deep understanding of business strategy and management.
- ✔ We operate without tier 1 technicians because their presence is unnecessary. Our team of highly experienced technicians on the help desk possesses such proficiency that we don't need to categorize them into tiers. Each and every technician is fully equipped and prepared to assist you in troubleshooting and resolving any issues you encounter.
- ✔ Our technicians possess extensive expertise, boasting an average of 15 years of industry experience - nearly double the industry average.
- ✔ We're head over heels for supporting local organizations like the Green Bay Humane Society and Hands4Heros. You might even spot us rocking it on the board of Foster the Village. We're serious about making a positive impact in our community, and we do it with a tech-savvy twist. We're not just about technology; we invest our time and energy into making our community thrive.
- ✔ We prioritize strategic visits because we understand the importance of proactive communication and forward planning. As evidence of our commitment, we have completed 31 visits so far this year.
- ✔ We embody the growth mindset, constantly seeking knowledge and investing in our staff's training. Our commitment to providing top-notch support to our clients is evident through our continuous education program that allows our techs to gain new certifications such as Azure Administrator Associate, Modern Desktop Administrator Associate, Security Operations Analyst Associate, and Cisco CCNA, just to mention a few.
- ✔ Experience cost savings with us! Ask to see our case study (we love to show it!) showcasing the substantial savings achieved for our client by transitioning from an in-house team of three technicians to a comprehensive managed plan.
- ✔ Our help desk efficiently and consistently resolves tickets, with a remarkable 2,144 closed thus far this year with an impressive average of 64% same day resolution!
- ✔ Our dedicated Technical Account Managers (TAMs) go the extra mile to thoroughly assess your environment during onsite visits, utilizing a comprehensive 150-point questionnaire. With a total of 41 visits completed this year, we have already accumulated an impressive 6,150 points in our assessment efforts.
- ✔ We recognize that switching IT providers can be an overwhelming undertaking, especially considering that many providers do not offer any documentation regarding the process. However, we have developed an onboarding process that is both streamlined and effective. We provide extensive documentation that guides you from start to finish, ensuring a comprehensive and transparent experience. Our primary objective is to minimize unpredictability and inconvenience, whether you are transitioning from another IT provider or an internal IT team.

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