

# **FREE REPORT:**

## **“The Ultimate Guide to Choosing The RIGHT VoIP Phone System for Your Small Business, Call Center or Multi-Location Office”**

**Not All VoIP Systems Are Created Equal!  
Read This Guide to Discover How to Avoid Making  
A Frustrating, Expensive Mistake  
When Choosing a VoIP Phone System**

### **Read This Report to Discover:**

- What VoIP is, how it works and why the phone company may force you to switch to a VoIP phone within the next 3 to 4 years.
- 3 different ways to implement VoIP
- Hidden costs with certain VoIP systems that can negate any cost savings you might gain on your phone bill.
- 6 revealing questions to ask any VoIP salesperson.
- The ONLY way to know for sure if VoIP will work in your environment and in your business.

**Provided by: Jack Marder, CEO  
Zanacore Technologies**

[www.zanacore.com](http://www.zanacore.com)

## A Letter From the Author:

### Why We Created This Report and Who Should Read It



From The Desk of: Jack Marder  
CEO, ZanaCore Technologies

Dear Fellow CEO,

**If you're planning to purchase a new phone system, you're about to make a very important decision that, if mishandled, may not only cause you to waste a lot of time and money, but also can frustrate your clients, potential clients, and employees with dropped calls, poor sound quality and a host of other communication problems.**

If you've just started shopping around, I'm sure you were met with conflicting advice, confusing "geek speak" and no real answers to your questions and concerns about sound quality, cost savings and whether or not VoIP will work with your current network and Internet connection.

That's why we wrote this report. We wanted to offer you a simple, straightforward guide that not only answers your questions in plain English, but also provides vital experience-based information on choosing a VoIP system that most phone system sales guys don't know (or may not tell you). After all, selecting something as critical as your company's phone system is a decision you do not want to make lightly.

If you don't find the answer to a question you have in this report, we are always available to answer a quick question or to provide a second opinion. Please contact my office direct if we can clarify any points from this report or answer any questions you have.

Dedicated to serving you,

A handwritten signature in black ink that reads "Jack Marder".

Jack Marder, CEO  
ZanaCore Technologies  
[www.zanacore.com](http://www.zanacore.com)

Call Us Direct: 404-975-4030

## About The Author

Jack Marder is President / CEO of ZanaCore Technologies.

Jack founded the business as SeniorTech, Inc. in 2000 with a mission to help small and medium-sized businesses get a real return on their technology investment. From our early beginnings, Jack dreamed of building a team where every employee has an opportunity to use their gifts and talents to serve each other and our clients to an extraordinary degree. We're passionate about helping others and giving more in value than we receive in compensation.

In 2007, Jason Poole joined the company as Jack's business partner and they rebranded as ZanaCore Technologies. A quick glance through our customer testimonials will reveal that our clients have the utmost trust in our commitment to serve them with integrity and confidence in our skills.

So what makes us different than all the other IT companies? First of all, we're small enough that our techs know your network inside and out, but large enough that you'll never have to wait for more than 60 seconds for a live person to start working on an issue. And we're one of the only companies in Atlanta that guarantees response time. Another characteristic that sets us apart from the pack is our fanatical attention to process. Over the years we have learned that there is a best practice for doing everything. If you can document and consistently implement processes and best practices, then everybody wins. At ZanaCore, we go to great length to implement technology best practices and service delivery processes for our clients. The results are amazing and our clients will tell you so.

## **Good News and Bad News: You Have a Lot of Options!**

Thanks to voice over Internet protocol (VoIP) and ever-improving cloud technologies, the options available to you as a small (or big!) business are plentiful, with more features at a lower cost than were available the last time you went shopping for a phone system.

However, with all the options and dozens of vendors, separating the good from the bad and navigating the marketing hype can be difficult. Not only are some VoIP systems a complete waste of money for a business environment, but fees can be “hidden,” so what appears to be a big cost-saving decision (initially) can end up costing you more in the long run once you’ve calculated ALL costs over multiple years.

Additionally, if not designed, implemented and supported properly, VoIP phone systems can be extremely problematic and can be MORE expensive than a traditional phone system, depending on your specific situation.

**Buyer Beware!** Saving money on your phone bill should NOT be your only criteria when considering a VoIP phone system for 2 important reasons. First, dropped calls and poor sound quality will frustrate you and cause prospects to hang up and call your competition – so you might save some money on your phone bill, but you LOSE customers and sales. Definitely NOT a good trade-off. Second, make sure you look at the TOTAL COST OF OWNERSHIP (TCO), not just the savings on your phone bill, which is what almost every VoIP salesperson focuses on.

## **What Is VoIP?**

VoIP is a remarkable innovation in telecommunication technology. It converts voice signals into digital voice data packets and transmits them over your network or Internet. This is a quantum leap over the age-old traditional telephone technology that relies on phone lines connected to the public switched telephone network (PSTN).

As the pace of business accelerates due to new technology developments, customers expect a higher level of service and support, which VoIP technology delivers. VoIP provides greater cost savings, employee mobility, improved response times, and an enhanced customer experience. Sophisticated mobility features allow employees to access their communication system from nearly anywhere, anytime.

**Without a doubt, all phone communications will be transmitted this way in the very near future and, like it or not, you will eventually be using a VoIP phone system. Here’s why...**

Do you remember Hurricane Sandy? One of the hardest-hit areas was Mantoloking, an island off the coast of New Jersey. The storm destroyed the city's copper telephone network that had kept it connected to the rest of the world for over a century.

But instead of replacing it, one of the companies that provides telephone service to the area, Verizon, chose NOT to rebuild the island's copper network and replaced it with their wireless service, Voice Link. This kicked off a number of complaints from residents who wanted their old landline phone back, but it was not a battle they could win. This is only one example of similar situations happening all over America. Phone providers are opting to retire traditional phone lines, or the PSTN (Public Switched Telephone Network), instead of repairing them when they fail. In their place, they are installing fiber optic cables that carry VoIP, offering wireless services or a combination of the two.

In fact, the traditional landline is not expected to last the decade in a country where 40% of households use *only* wireless phones, and less than 10% have *ONLY* a landline. Fact is, more and more people are opting to use their cell phone as their home phone, and businesses are steadily replacing traditional phone systems with VoIP. Therefore, the phone providers do not want to continue to incur the heavy costs of replacing, repairing and updating the old phone lines since they are getting fewer customers using them every day.

For quite some time, AT&T has been petitioning the FCC to retire the PSTN, calling it a "death spiral" because of the exorbitant costs of maintaining it, and citing how fewer people are using it every year. Last year, the FCC approved AT&T's petition to move forward on the transition, and AT&T plans to have the PSTN retired by 2020. So, even if you are determined not to make a switch, you may be forced to change sometime within the next 3 to 4 years.

## **The 3 Main Options You Have for Your Business Phone And The (Honest) Pros and Cons of Each**

So let's start by outlining the different types of phone system options available, the pros and cons of each, and the appropriate business case for each of them.

### **1. Virtual Phone Service**

This is a good option for start-ups or small home-based businesses that don't have a traditional office, with a handful of employees who are out in the field or work from home. Instead of buying actual phones and phone lines, you purchase a service that will give you a local or toll-free number to provide clients or post on your web site, business card and marketing collateral. When someone calls, that call will be routed to a designated cell phone (yours or other employees') or a home phone. Some

services, like Call Ruby, will even answer the phone for you. This keeps your personal cell phone or home phone number private, and gives you the ability to route calls based on time of day, call purpose, etc. You can also set up the system to call through a list of numbers until someone answers live. Some of the companies providing this type of service include Grasshopper, RingCentral and 8x8.

**The PROS:** As with most phone services, the costs will depend on the number of extensions and minutes used, but you save money by not having to buy phone since calls are routed to your cell phone or home phone. You can also get the same features of many big phone systems, such as multiple extensions, call forwarding, local and toll-free numbers, voice mail, read your voice mail messages, name directories, music on hold, fax on demand and call screening. Also, if you move locations, you don't have to pay to move the physical phone system equipment.

**The CONS:** **The biggest disadvantage is poor call quality and lag time when calls are transferred to you – which is not something you want to overlook.** If you have potential buyers calling to do business with you, that lag time to answer and poor sound quality will cost you sales when people hang up out of frustration (or thinking nobody is answering) and give new potential prospects a poor image of your organization. Further, some providers will require you to sign a lengthy contract; while some will waive this requirement, you will get better pricing by signing a longer-term contract. Also, the cost savings over time may not be as significant as they are in the short term. This option is best suited for a start-up or home-based business.

## 2. Landline Phones

This is the phone system you most likely have in your office now, or at least have had at one point in your business. Although this is still the most reliable phone system, delivering the highest call quality, thousands of businesses are replacing their traditional phone systems for the cost savings of VoIP (Voice Over Internet Protocol) phone systems, since the features, call clarity and reliability of VoIP systems has improved dramatically in recent years and will continue to improve.

**The PROS:** If voice clarity and phone line dependability are paramount to your business, then landline phones are still the best choice. Further, a traditional landline does not require a separate power source, so if your power goes off or is interrupted, your phone will still work, making this a better option for areas that are prone to outages or companies where working phone lines are critical to their business.

**The CONS:** The biggest downside is the cost and limited flexibility. Landline

systems are the most expensive to install and support. While the cost of landline services has dropped over the last decade, they often can't beat the cost savings offered by a VoIP system. Second, you may be FORCED to switch to VoIP based on the clear movement toward retiring traditional copper phone lines, as discussed previously in this report; so you want to give serious consideration to whether or not you want to invest in a more traditional phone system at this time.

### 3. **VoIP (Voice Over Internet Protocol)**

VoIP works by converting audio signals (your voice) into digital data that travels over broadband Internet connections INSTEAD of over traditional phone lines. VoIP phones are plugged into your data network, just like your computer, to access the Internet. Without a doubt, VoIP will, at some point, completely eliminate the need for landline phones.

**The PROS:** One of the biggest benefits to VoIP is cost savings and flexibility; in fact, our typical client saves between 30% and 50% on their phone bill. And if you have multiple offices, make a lot of international calls and have a heavy call center, the savings can be staggering. VoIP also offers all the same features you can get with a landline PLUS many advanced features you cannot get with a traditional landline phone such as the ability to listen to voice-mail messages and place or receive a call from your laptop, PC or tablet and the ability to do video conferencing.

**The CONS:** In the past, it was common to experience dropped calls, connectivity issues, crackling, echoes and interruptions (like hearing every other word of a conversation) when on a VoIP line. However, with advancements in VoIP technology, most businesses now experience better voice quality than they did with a traditional phone system, especially since most VoIP systems offer HD Voice technology.

## **The 3 Types of VoIP Options Available Today, And Which One You Should AVOID at All Costs!**

There are 3 different methods for getting calls routed over the Internet (VoIP) – but only two of them will deliver the voice quality and reliability you want for your business.

### **Buyer Tip: Be Sure to Select a Business-Grade VoIP System!**

While this may seem obvious, when selecting a VoIP system for your company, be sure you select a business-grade system. I'm sure you've heard of Vonage and magicJack. While they are perfectly good VoIP systems for home use, they are consumer-grade and cannot handle the demands or call volume that a

business has. Choose those for your business and you WILL be frustrated and plagued with problems.

## **SIP Trunking (Session Initiation Protocol) Phone Lines**

SIP trunking phone lines – which are Internet-delivered telephone lines – are an alternative to the traditional copper phone lines you have used for years. These are sold by almost every Internet provider, such as Comcast, EarthLink, Charter or Birch, and can work with your existing phone system and desk phones. The main reason for choosing this option is purely to save money; however, MANY businesses who have chosen this route come to us to replace it due to the wide number of problems this option presents.

For starters, you're still stuck with your old, outdated phone system and you don't gain any of the additional features that a VoIP system can offer, such as find me, follow me, advanced auto attendant features, the ability to take and receive calls from any phone or cell phone, video conferencing, unlimited voice mail and much, much more. You're also stuck with a system that won't scale up if you need to add more employees, locations and phone lines.

**But the biggest and most likely problem you'll have with this option is call quality. In fact, it's THIS option that has given VoIP such a bad name.** Because your phone calls are now being carried over the same Internet connection you use for your computers, if someone in your company decides to download a big file or play a video, your phone calls may suddenly sound garbled.

Additionally, your phone bill cost savings may be negated by your need for additional Internet bandwidth. This is most notable if you're switching from a lower-cost Internet service like DSL to high-speed, business-class Internet. For these reasons, we recommend that you avoid this option.

## **What Does PBX Stand for and What Is It?**

A PBX (private branch exchange) is a business-grade telephone system that switches calls between the company's employees while allowing all employees to share a certain number of external phone lines.

## **Hosted PBX**

A "hosted PBX" is a VoIP phone system where the "brain" of the system that controls all the calls, settings and operation of your phone system is located or hosted in your provider's data center. An example of a hosted PBX is our Cytracom system.

The service provider handles all maintenance and service for the phone system, and you can manage your entire account from a web-based client. Furthermore, a hosted PBX will



automatically route inbound calls to an office or cell phone you designate should the Internet go down, which means your clients won't get a busy signal or eternal ringtone when they call.

Also, as Internet prices have dropped significantly in recent years, it is now more affordable than ever to get high-speed Internet with more than enough bandwidth to support your computers, phone system and other devices. With services like Cytracom, businesses pay a flat monthly fee per user and all maintenance and service fees are included. They handle the upgrades to the system so you always have the latest technology and features available to gain a competitive advantage.

The biggest potential risk with a hosted PBX system is that if your Internet connection goes down your phones will go offline. For that reason, it's important to have reliable or redundant Internet connections, and configure backup options to automatically route calls to secondary phones, like your cell phone, in the event of an Internet outage.

A hosted PBX can be ideal for a small to mid-size office, and is the most flexible option. It can easily scale up or down as a business grows or shrinks, and requires little to no upfront capital investment. This option also reduces maintenance expense since there is little to no on premise hardware.

## **On-Premise IP PBX**

This option has similar features and capabilities as the Hosted PBX above except the PBX hardware or "brain" of the system is located on premise rather than in a vendor's data center. An example of an on premise PBX is our SwitchVox system. This option assures the best call quality and may be less prone to the Internet reliability issues associated with a Hosted PBX.

The biggest drawback with an on premise PBX system is the initial capital expense to purchase the equipment and phones, as well as ongoing maintenance expense for the hardware. For organizations with more than 35 employees, this may be the more cost effective solution in the long run.

## **6 Revealing Questions to Ask Any VoIP Salesperson To Cut Through the Hype, Half-Truths and "Little" White Lies**

### **1) Do I have to change the configuration of my firewall or do I have to replace it?**

Maybe. Every business should have a good business-class firewall that includes protection features, monitoring, and configurable traffic routing. This is primarily for

protection of your network regardless of the type of phone system you have. Almost all high-quality business-class firewall's also have the ability to give priority to VoIP traffic to prevent voice quality issues. The bottom line is, if you don't have a good firewall, you should replace it with a good one which can be configured to give priority to VoIP traffic.

**Buyer Beware!** Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure, poor sound quality, slowed Internet speeds, etc., is that the person selling you a VoIP system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone system sales guys, not network engineers.

**2) How many data centers do you have for your hosted PBX and are they geographically disbursed?**

If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data center goes down? Your business is without a phone until they get their systems back online! Insist on a provider that has at least 2 redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

**3) What was the uptime last year? What's your guarantee for uptime?**

If it's anything less than 99%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system!

NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system because the system was ready and able. The VoIP carrier we use had a 100% uptime over the past 18 months at the time of writing this report, so don't let anyone tell you that 100% uptime is "impossible."

**4) If my phone is unreachable do you have automatic failover to another phone?**

If your using a Hosted PBX service and your provider isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the

system should know that within a few seconds and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

#### **5) Do you monitor my phones and system 24/7/365 for any potential issues?**

Any quality vendor should be monitoring and maintaining an on premise system for you, using remote management tools. As we just outlined in question 4, a hosted PBX system should be self-regulating and know if a phone or system is offline and automatically make routing adjustments to ensure calls coming in are answered properly.

#### **6) Will our telephone features be the same when we move to VoIP?**

Don't assume this! Even basic features like call forwarding might not be included! You would be amazed to find out how many VoIP systems fail to have the most basic features, such as call forwarding. You should insist on a hands-on demonstration in order to see the system for yourself and how it will work. This will avoid unpleasant "surprises" after you've paid for and installed the new system.

## **Finally! A Business-Grade VoIP Phone System That Will Deliver The Cost Savings You Want WITHOUT Sacrificing The Sound Quality and Dependability of a Landline**

### **Our Business-Grade VoIP Systems Guarantee High Call Quality, Reliability and Service**

With ZanaCore's on premise PBX system or a Cloud Hosted PBX, you can enjoy all the advanced features, flexibility and significant cost savings of VoIP while getting the high-definition sound quality and rock-solid dependability of a landline. There are a number of reasons why our VoIP system are the smart, superior and SAFE choice for your company:

- **We GUARANTEE our VoIP system will deliver high-definition sound quality and call dependability or we'll refund 100% of your money.** No other phone-system provider in Atlanta is confident enough in their phone system or service to make the same bold guarantee AND stand behind it in writing like we do. That's how confident we are that you'll love our Cytracom Hosted VoIP phone system or the SwitchVox on premise PBX.
- **Cut your phone bill costs SIGNIFICANTLY.** Our average client saves between 30% and 50% on their phone bill – money that goes directly to your bottom line.
- **Works even if your Internet goes down.** Our Cytracom hosted PBX system includes flexible call routing options which can route incoming calls to alternate phones in the event

of an Internet outage or if your phone is offline.

- **Costs less than other business phone systems.** Since our systems costs significantly less than many other business phone systems, our clients can make the switch and still save money each month.
- **Over 35 advanced features available.** Our VoIP systems gives you an incredible number of easy and powerful options to take calls, route calls, handle voice mail and communicate. Whether you're making a simple phone call, or holding a conferencing session, our system can deliver easy-to-use, top-quality service to get the job done without problems, complexity or failures.

## **Free VoIP Assessment Will Cut Through the Confusion, Myriad of Options and Tech “Mumbo Jumbo” To Help You Make the Smartest, Safest Phone System Choice for Your Company**

Since you've requested this report and have read this far, my guess is that you're looking into upgrading your phone system to VoIP sometime in the near future. To help you avoid making any mistakes and to help you navigate the endless number of choices, tech jargon, conflicting advice and confusion, I'd like to offer you a FREE VoIP and Communications Assessment to answer all of your questions and determine which phone system is BEST FOR YOU based on your specific needs, budget, Internet connection and existing network.

**You have my absolute assurance that I will give you straight answers to your questions and will NOT hard-sell you a phone system.** My goal is to help you make the BEST decision for YOU – one that you're comfortable with and that will actually deliver what you want. If our system turns out to be the best option for you, we'd welcome the opportunity to serve you. But if not, we'll give you our best recommendation and refer you to some other solutions. That's how we build solid trust-based relationships with all of our clients.

**At the end of our Free Assessment, you'll know:**

- **The EXACT and TRUE amount of money you will save by switching to VoIP, and ALL the costs that are associated with selecting a VoIP phone system.** In most cases, we save our clients between 30% and 50%. But most important, we'll show you a complete and true picture of ALL costs factored in, not just your phone-bill savings, which is what most other VoIP salespeople focus on to avoid talking about other costs involved in moving to their system.
- **If a VoIP phone system will truly work in YOUR specific environment.** Every office and network is different, so it's critical that you get a thorough assessment of your *entire* network, including your bandwidth and Internet connection, firewall, system use, volume of calls, features you need, etc., etc., etc. That's why we run tests in YOUR specific environment to make sure you won't experience garbled sound, dropped or missed calls, echoes and dozens of other VoIP problems.

- **If you have the right Internet connection and network configuration to use a VoIP phone without problems.** We'll do a complete analysis of your current Internet connection and computer network to determine if you have sufficient bandwidth to operate a VoIP system without issues, and to look for any other factors that may negatively impact a VoIP phone system from working properly.
- **What the BEST phone system is for you – and what features you need – based on how you do business.** If you're running a call center, you will have different needs than if you're a doctor's office. If you have remote workers and a sales team that travels extensively, there are features that can help you keep these employees connected. Do you want to record calls coming in for quality and training purposes? Does your front desk get overloaded with calls during certain times of the day or year? Do you absolutely need to have your phones answered live? Would you like to have your voice-mail messages sent to your e-mail in-box? These are just a few of the features available.
- **How you can increase sales, lead conversion and customer happiness.** Part of our Communication Assessment will reveal ways for you to instantly and easily recapture lost revenue and sales opportunities through better phone-handling practices. We'll look at how your company is currently handling (or mishandling!) phone calls from prospects and clients alike and show you easy ways to make more money without spending another dime on marketing or advertising.

## Here's How Your Free VoIP Assessment Works:

At no charge, we will come to your office to conduct a detailed review of your current phone system, telephone bill, Internet connection and network setup. We'll also analyze how calls are currently being handled and your "dream list" of what you would like to happen when a client or a prospect calls your office.

Based on what we discover, we'll research multiple options and come back to present you with an action plan and 2 or more phone system options to help you save money and get the results you want. We will NOT try to sell you a "one-size-fits-all" system but instead recommend a phone system we are supremely confident in to deliver the service, cost savings and quality you want.

**Why?** Because we stand behind all of our phone systems with a 100% money-back guarantee. If you're not happy after using our hosted PBX system for 6 months, we'll remove it and refund 100% of the money you paid us AND help you transition to another phone system provided by us or another service provider. Obviously we're highly motivated to recommend the RIGHT system for you and ensure you're thrilled with its performance.

That said, I want to be very clear that there are no expectations on our part for you to do or buy anything when you sign up for a Free VoIP Assessment. We don't expect everyone to become a client; we also know that providing value in advance – NOT heavy sales pressure – is the best way to build relationships with potential clients like you, which is why we offer this Free Assessment.

If nothing else, this Free Assessment will put you in a much better position to make an informed, intelligent decision on whether or not you should upgrade your phone system, if your network is capable of handling VoIP AND which option(s) will work best for you.

# What to Do Now: How to Request Your Free VoIP Assessment

To request a Free VoIP Assessment, simply respond by:

- Calling us at 404-975-4030
- Sending me an e-mail: [jack@zanacore.com](mailto:jack@zanacore.com)

Once we hear from you, we'll call you to schedule a convenient time for us to meet. Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to see if VoIP is right for your organization.

Sincerely,



Jack Marder, CEO  
Zanacore Technologies

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## What Do Our Clients Say About Us?

**“Zanacore is like having an IT expert on staff at a much reduced cost”**



Jim Ollick – Bus Mgr  
Med-Acoustics, Inc.

With today's technology an IT person must stay up to date with all of the latest changes and best practices. Zanacore has years of experience with a proven track record of doing this for us. You may find a less expensive service but, as they say, you get what you pay for, do you want your business processes relying on inexpensive questionable support or would you go with a proven support team. I know where my company puts its IT support money, and that is in Zanacore.

[www.zanacore.com](http://www.zanacore.com)

**“We can sleep at night knowing our network servers and data are safe”**

## Intel recommends ZanaCore support for Law Firm



Bob Penman - Sr. Partner  
Graham & Penman LLP

Before ZanaCore, we had experience with two other IT contractors working with our system. We went the cheap, startup route at first and we were able to negotiate specialized deals based on fee swaps and “introduce me to your friends” pricing. While that was fantastic to start, eventually we saw service levels drop. We also had problems with inexperienced providers as they tended to miss deadlines because they weren’t sufficiently staffed and they were difficult to contact when they were servicing larger customers.

**“When we had server issues or key applications down, it was expensive, stressful, and unacceptable.”**

Then we considered the tradeoff of spending more on direct IT support cost versus the cost of downtime and our lawyers having to deal with IT issues outside our specialty. We knew the additional cost for better proactive support would be justified. We also had confidence ZanaCore would perform based on the recommendation we received from Intel’s corporate office and we have certainly been pleased with ZanaCore service relative to cost. As an added bonus, we now have happier employees as well.

I found ZanaCore’s NetGuard pricing was very competitive when compared like for like service-wise. Having a fixed monthly price for our support has allowed us to budget better for IT support.

**“Before we switched to ZanaCore we were at severe risk of catastrophic loss because numerous maintenance issues were being neglected.”**

We weren’t getting security updates installed and our computers were subject to viruses or data breaches. The server wasn’t being updated and backed up properly which was a great concern. Now I sleep better at night knowing our network is safe. I recommend ZanaCore NetGuard for any business which is dependent on a reliable and stable data network.