fpa TECHNOLOGY SERVICES, INC.

IT The Way It's Supposed to Be!

THE FPA DIFFERENCE

ONE COMPANY • ONE INTEGRATED APPROACH • ONE CALL • ONE

We understand that selecting a new IT Service Provider can be a difficult change to consider. While there are a number of factors that affect this decision, we believe there's none more critical than trust. Much of the industry has been commoditized, and during the evaluation process, we're sure everyone sounds the same. We all seem to do the same thing. We all seem to have similar rates. And all of our answers may seem the same. But if you dig deeper, it becomes apparent that we're NOT all the same. There is a difference. So, how do you determine who to trust?

At FPA, we pride ourselves on focusing on all the little things which, we believe, builds the foundation for what sets ourselves apart and adds up to our unique difference. If you're looking for a company who really means what they say, really comes through, and really does what they say they're going to do, then there's no comparison. Here are just a few examples of how FPA separates itself from the competition:

FPA Technology Services, Inc. has provided outsourced IT services to growing businesses since 1991. With FPA's "business first" approach, FPA prides itself on being a trusted technology advisor helping clients leverage technology to achieve their business objectives. FPA hires only the best and the brightest and with a variety of degrees and certifications. With FPA, it's about how we do what we do. It's about the value we provide to our clients. It's about removing the worry around IT. FPA effectively handles all of a company's technology needs, allowing our clients to focus on achieving their business objectives.

Business Before Technology™ - We Get IT!

FPA	Competitors	
"Clients"	*"Customers"*	*Customers are someone you sell something **to**; Clients are someone you have a relationship **with**. We call all of our clients "Clients". It's in our DNA. Listen closely to how our competitors refer to you. While this may seem subtle, it's the foundation for how we view the relationship - which is truly different from everyone else.*
"Issues"	*"Tickets"*	*We deal with your "issues"; everyone else calls them "tickets". Again, it may seem subtle, but it does reflect our thought process and how we view you as a client, not simply as a number.*
"Consultant"	*"Tech"*	*As David Maister (the guru of professional service firms) says, the opposite of a "Professional" isn't "Unprofessional"; it's a "Tech". Again, listen to how they refer to their staff. Do they call them "techs"? If so, they're a long way from the professionals on the FPA team.*
Service Focused	*Sales Focused*	*While we've always been focused on service delivery, most of our competitors are sales driven organizations. We have one person (our CEO) responsible for developing new client business. This is a 25:1 ratio. Ask any of our competitors what their ratio is. Odds are they're much lower.*
NOC	*No actual NOC or outsourced*	*We have a true Network Operations Center (proactively performing network maintenance and monitoring and responding to alerts). Ours is manned by FPA staff dedicated to these tasks and located in our Encino Office. Some man theirs with their remote helpdesk staff. Many others outsource theirs (some, even out of the country!). When you sign up with someone else, do you know who's really touching your computer systems? Make sure you ask.*
Hiring / Retention	*No formal hiring process*	*Hire for character, train for skill, and retain for greatness! Our hiring process is known for the difficulty in making it onto our team. Before even getting to the interview portion, we have an intense screening process including 3 different online assessments.*
FPAU	*No formal training process*	*We believe in growing and developing our staff. The first 3 months of everyone's tenure at FPA is an intense training program called "FPA University" (which even comes with a Final Exam to graduate). And every staff member has an annual training budget. We believe heavily in investing in our staff.*

Vision Statement

"To build the preeminent IT services company in the greater Los Angeles area, distinguishing itself by forming meaningful client relationships and delivering world class service and support in networking, back office systems, and application development."

"We focus on your IT, so you can focus on your business!"