planetmagpie

unleashing the power of IT

HOW WE WORK

One Partner Handling All Your IT Needs, So You Can Focus on Building Your Business

WORKING WITH CLIENTS

1. Whenever possible, new client relationships start with an in-person meeting. We want you to feel comfortable with us, as we'll be managing a critical aspect of your business. For our part, we want to learn more about your business and goals, and get invested in your success.

2. At new client meetings, we will ask you to designate a point person to work with PlanetMagpie, and we will introduce you to your PlanetMagpie project manager. All project communications will include these two people.

3. Work can begin after new clients sign our Master Consulting Agreement ("MCA"). Our MCA permits clients to utilize any of our services on an on-call basis under the terms and rates specified in the MCA.

4. Larger projects will be scoped and quoted by division managers and the engineers/developers who will actually work on your projects.

5. If your project grows beyond the scope of our original quote, we will notify you. We aim for accurate, detailed quotes, but projects sometimes develop unexpected complexities.

6. You will receive weekly billings on your project. All time logged for your project comes with detailed comments on the work performed. This will keep you up to date on your project's status and budget progress.

OUR BUSINESS STANDARD

1. We eat our own dog food. The technology we implement for our customers is first implemented at PlanetMagpie. Once tested and approved, we can implement it for you.

2. We don't employ sales people. We will never sell you something you don't need and we will never pressure you into a sale. We prefer a long-term partnership with our customers over a quick buck.

3. We do not support Open Source software or hardware. The security of your company's business information is too important for us to rely on Open Source platforms.

4. PlanetMagpie uses and sells only the most reliable hardware and software. Many brands may provide savings up front, but they'll cost you more over time in terms of hardware failures, security breaches, and business disruption. Like most things in life, you get what you pay for.

5. We have old school business ethics and seek clients with same.

6. We are as loyal as the dog whose name we carry. As your IT partner, we'll be looking out for you with an eye toward prevention. Many IT disasters can be avoided if you know what to look for. And we do.