

Applied Technology Group (ATG) has been providing IT Services to our company for over 5 years. We do not have an in-house IT person, and a couple of us know just enough about computers and networking to be dangerous. So when we have turned it on and off again with no luck, we call ATG. They offer remote services but also can come in and get the problem fixed, almost always in one call.

As we have grown, they became more and more valuable to us. We recently switched all of our phones to ATG as they were able to offer a better system with more options for less money. We also added remote monitoring which keeps an eye on things for us. We cannot afford down time and this gives us peace of mind that the health of our system is being watched. They analyzed our entire set up and saved us some more money by realizing we were paying 2 companies to do the same thing for us. I was amazed by how smooth the transition was and how knowledgeable and helpful all of their staff is. They really listened to our needs and provided exactly what we needed.

It's been 6 months on the new phones and their after install follow up is remarkable. They have made sure we were happy and that everything works great. We had an odd issue with a remote work station and they were quickly able to find a solution so that person could keep working at home. We haven't needed much support because things work so well but they always respond promptly and get it addressed right away. We really like that they are only a quick phone call, email, or visit away from getting us back to normal. I highly recommend their personal service compared to having to wait on hold for 45 minutes and having to enter your customer number in multiple times to finally talk to a human that may or may not be able to help you!

Great job ATG!

Sincerely,



Jason Minke
President
Plastic Composites Co