

Finally...A Smarter Technology Solutions Provider
by Jennifer Alexander

H2E Solutions Provider is very different from your average technology services provider in several ways. Of primary importance is their commitment to their customers. Their motto is "The Formula for Success." What does this mean? At H2E, their proven formula has been to place the customer's needs as top priority at all times. You might be thinking, "but every business says the customer comes first." Well at H2E, they don't just say it...they live it.

Lloyd G. Button III, co-founder of H2E and Vice President Strategic Development spent some time talking about what has made this company so successful. Together with his partner Douglas J. Dougherty, Vice President of Network Infrastructure, they "place the importance of their customers above all else." This is evident in the growth of their business. By word of mouth alone, since September of 2001, they have grown to a \$475,000 a year company. At an average of \$75-95/hour for each call...that's a lot of people talking. When a company grows by leaps and bounds through referrals, you know they are doing something right.

Their customer focused and customer driven philosophy must coexist with and embrace the other top priorities of H2E; such as being a solutions provider that is a virtual *one stop shop* for small to mid sized businesses. They have recently partnered with OakTree Solutions – a network management company, and ManageTel – a telephone consultant, to provide the full gamut of technology services. Without H2E, you might have to seek out 2 or 3 companies to meet your technology needs. One call to H2E and your business can be off and running. Business owners don't have to spend time worrying about who provides phone service, who manages the network or website, and who supports their hardware and software. If H2E is behind you, they do it all. This is a huge benefit to a business whose size does not warrant an entire IT department but that desires the service and commitment of a full time IT staff.

To further enhance the services provided by H2E, they specialize in Service Level Agreements (SLA) for their clients. An SLA acts as a kind of retainer for customers who want truly worry free IT. What the SLA entails is an H2E technician on site once a month, antivirus updates, hardware status, general maintenance and whatever else the customer might need. Everything H2E does is tracked in a custom written database. This allows the skilled specialists at H2E to identify trends or potential problems that might otherwise go unnoticed. In addition, the SLA provides service at a 22% discount over regular hourly prices. An SLA from H2E provides seamless service, advanced tracking of trends or areas of concern, along with discounted prices. It really is like having your very own IT department without the overhead.

Some of the other qualities that make H2E very unique and in a position to take the market by storm are their commitment to keeping employees happy and their fiscally sound growth plan. Employees of H2E are treated to monthly lunches and regular round table discussions. Input from the dedicated staff is welcomed with open arms. We all know what it is like to work for an unappreciative employer...simply not going to happen with H2E. Their growth plan is remarkably conservative while flexible at the same time. Lloyd stressed the importance of keeping finances positive with his eye on long-term stability and steady growth. This is such a refreshing outlook for a small business. Rather than thinking in terms of immediate rapid growth...H2E recognizes the richer rewards that come with solid planning.

If you are looking for a solutions provider with integrity, skill, diversity and a true customer focused philosophy, you will find it with H2E Solutions Provider.

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