

Reasons Why Top Gulf Coast Businesses Are BIS Clients

What Our Customers Are Saying:



Josh South,
South's Outpost

Absolutely, We Have Seen An Increase In Employee Productivity As Employees Are No Longer Trying To Figure Out Computer Issues. Instead, They Can Be Productive At The Job We Hired Them To Do.

"I was introduced to BIS through our accountant, Tommy Benson. He and I were talking one day. He mentioned the service and how seamless it was in that BIS would fix a problem before there was one. Staff with no actual training were supporting our computer network. It was a very inefficient process that at times would take days to solve issues. Or worse, we would just give up, go out and spend capital on new hardware that probably wasn't necessary. My initial consultation with BIS made me realize that in the long run less downtime and not pulling staff to work on computers was a profit generator. On Thanksgiving night in 2021, we were at the store getting things ready and had a vital computer crash that would have halted our operations the next day as Black Friday is a big day for us in the retail business. BIS had a tech out the next morning installing a new computer and getting our system up. We lost about an hour of sales, but it could have been much worse! Absolutely, we have seen an increase in employee productivity as employees are no longer trying to figure out computer issues. Instead, they can be productive at the job we hired them to do. Thank you BIS for partnering with our business!"



Laura Sisco,
Marspec Technical
Products

We Went From \$100,000 to \$20,000 Annual Cost For Monitoring

"I was in need of a new company to manage our IT. In my search, I saw BIS had great reviews. We were using a company that had charged us \$100,000 in one year just to manage our system, so we needed a change. They had also allowed our server to crash twice within three months requiring us to purchase two new servers. I looked at several company. But once I met with Phillip, I knew BIS was the one we needed. If there are any issues, BIS logs into our computer

and can make the corrections quickly without much down time. Yes, I have seen a reduction in costs. We went from \$100,000 to \$20,000 annual cost for monitoring. We have seen an increase in employee productivity in that we don't have down time like we used to."



Damian Bell,
RockBridge Wealth
Management

I Don't Have To Worry About It Myself

"We have known Phillip Long for many years. We realized we needed professional help to manage our systems and to make sure our data was protected. Our relationship with Phillip is why we chose BIS over some of the other companies. It has helped me personally since I don't have to worry about it myself."



Mike & Suzy Sledge,
Coastal Industrial
Supply

We Chose BIS So We Could Have Worry-Free IT Support

"We chose BIS so we could have worry-free IT support. BIS has helped our company by answering all of our questions and concerns in a timely friendly matter."



Todd Thomas,
Thomas, Harrison &
Associates Insurance
Agency Inc.

They Understood We Were Not In The Tech Business

"We chose BIS because we had talked with other businesses that used their service. They understood that we were not in the tech business. The knowledge and service we have from BIS is the main thing others mentioned and it is true to this day."



Marie Saunders,
SeeCoast
Manufacturing
Company, Inc.

The Technicians Are Always Kind And Never Impatient

"We learned of BIS through your outstanding reputation for great customer service and IT knowledge. We were in need of an IT service that would take care of our needs quickly and efficiently. We have indeed experienced great custom service from BIS. Any problem we have is attended to and solved quickly. BIS always stays in touch with us throughout the process updating us on their problem solving progress and what to expect. The technicians are always kind and never impatient. It takes a lot of stress out of the work day knowing we can call BIS any time there is an IT issue. This also saves us a lot of time not having to do any IT work ourselves."



Malinda Kichler,
Parkway Equipment

We Just Call BIS And They Get It Done

"We had been using BIS for IT, but we had not been on a monthly plan. But now, it takes so much less of my time. We just call BIS and they get it done if we have an issue."



Chylane Gregory,
C. Thornton Inc

BIS Is Always There. They Call And Monitor Our Situations

"BIS brings to the table security. We do a lot of computer work in our day-to-day transactions. Knowing that at the end of the day we are secure in our operations and we have no trouble getting in touch with someone with troubleshooting. BIS is always there. They call and monitor our situations. At the end of the day, we just feel like our technology is a huge part of what we do. You're there to support us and make sure our day goes as planned."



Bennet Hinyub,
Quality Filters

When We Call, They're Johnny-On-The-Spot And They Knock It Out Quick

"Prior to BIS, we had an IT manager that would handle all of our IT solutions internally. When he moved on, he found BIS through another resource. It's been very beneficial to have BIS with us. Our ERP system and some of the things we do internally are a little challenging. BIS has always been on top of marking out the networks, so we know how all of our data processes. The technicians, I can't say anything better about them. When we call, they're Johnny-on-the-spot and they knock it out quick."



Emily McNeil,
Sheppard Services

The Service Is Super-Fast Which Is Very Important In Our Industry

"We were in need of a higher level of service than we were experiencing from our old service provider. We weren't getting responses or answers. We wanted to use someone local. We felt like BIS could support us now and also in the future as we hopefully expand to other locations. Whenever we have an issue, we put in a ticket and within usually 30 minutes we have a response. We always hear back immediately which is amazing. Typically, it's always resolved within 24 hours, if not sooner. The service time is super-fast which is very important in our industry."



Steve Dukes,
Baldwin Heating & Air

Time Is Money For Us, And It Makes A Big Difference

"We have a computer software program here and it's very difficult to run. We've had a few issues with it over time and we've had some great help from BIS. They've really helped us along the way to make it easier for us. Within inside of an hour, we usually have a resolution. Time is money for us, and it makes a big difference."



Dr. Ashley Ott,
Robertsdale Eye Care

I Appreciate That When We Call, Someone Is Easily Available And Comes And Takes Care Of Our Problem Almost Immediately

"IT was a big source of frustration for the previous location I worked, and so far that has not been the case. I am so thankful because I am NOT tech-savvy...and I appreciate that when we call, someone is easily available and comes and takes care of our problem almost immediately."



Frank Fabre,
Fabre Engineering &
Surveying

When I Call Or Email BIS, I Know That It's Going To Be Handled

"IT is critical to our company. The business we're in, engineering and surveying, we really live and die by IT, our network and the internet. So, we got to have the right people supporting us. We're very pleased with our relationship with BIS. They've done a great job for us. When we have an issue, we call you guys and you respond right away and that's whether we're working a problem here in the office or in the houses where we remote in using your system. You guys really respond great." – **Franke Fabre**



Deborah Channell,
Fabre Engineering &
Surveying

"BIS has relieved all the stress. We were using someone local and we went from one to another. It just wasn't working and you have to have somebody dependable. Your business and your employees depend on it because we got to get the work out. When I call or email BIS, I know that it's going to be handled. We don't have to worry about the security. We know our files are secured. If something happens, which let's face it it does, y'all are johnny-on-the-spot. Y'all take care of us and we know our files are okay." – **Deborah Channell**



John Fitzgerald,
Saunders Yachtworks

The Biggest Result We've Gotten From You Guys In The Early Going Is Responsiveness

"So, we have in the past had to rely upon one person and their development and understanding of the IT field all the challenges and the different advantages of using equipment or updated software. And, it's asking a lot of an individual where as your company [BIS] studies that all the time and it's kind of pushing ideas to us and bringing opportunities to us because of that. So having

a company that prides itself on updating customers like ourselves with newer equipment, newer software, newer ways to manage the data, that's been very helpful. So, the biggest result we've gotten from you guys in the early going is responsiveness. You know we have been able to, as we come up with issues, get your guys out here quickly and get things turned around from a negative situation to a position situation."



Derek Thomas,
Thomas Roofing

I Know That If Something Happens We Have A Backup And BIS Has Put In All Of These Systems That Really Help Us

"Your services have morphed over the years and given us more and more support. I think the biggest thing over the last several years has been the ability for me not to have to get involved in day-to-day IT things. My staff knows to call your people. They can handle the situation and I never get involved. When we worry about a storm coming in or a cyber-attack, I know that if something happens we have a backup and BIS has put in all of these systems that really help us to know if something happens we can get right back up and running with almost all of our data. We're not down long and we're good to go."



Ryan Shirley,
VONA Case
Management

It Always Means A Lot To Me To Work Local If We Can

"It always means a lot to me to work local if we can. I came across BIS through Google search actually and interviewed Phillip, one of the owners. We met, talked and discussed everything. We really hit it off and started building the partnership from there. Our people are located all across the country and they work from home. This is our home office [Daphne], but to be able to have access to people that can help us when issues arise and also when we equip a new hire, we're able to get a computer, get a fax machine, whatever we need. BIS really helps us expedite that process."



Diann Payne,
Jackson County Civic
Action Committee

We Had Some Security Issues We Were Concerned About

"We were having computer issues and problems. Our in-house staff was not addressing our needs. We had some security issues we were concerned about. So, through another partnership with Mississippi Power, their IT person helped us go out for bids and helped us choose BIS. And probably a lot of what we can attribute to our successful partnership with you is because of our IT administrator, Hope. She keeps on top of everything and she has a really good working relationship with the staff at BIS."



Bryan Lopez,
Orion Engineers
& Constructors

It's A Partnership That Works For Both Of Us

"In many cases with the monitoring, y'all are aware of issues before I'm aware. So, y'all let me know and y'all usually have techs on it. So of course, I sleep better at night knowing that. Our downtime is very minimal and being about 120 employees, I can't even do the math as far as the amount of money that's saved just not having long downtime. A lot of that we credit to the proactive nature of BIS. It's a partnership that works with both of us. There's just not enough hours in a day, so it's nice to offload some of the deeper IT issues. I've never had any problems as far as quick turnaround and IT problems. Usually, within the hour, I get help pretty quick. So, I've been really happy with the relationship."



Scott McLeod,
Brown Financial
Advisory

I Wanted To Partner With Someone That I Felt Like Had The Resources To Really Protect Our Clients

"I studied computer science while I was in college. So, I have a pretty good understanding of what happens in the Internet and the dark web and how at risk our clients could be without the adequate protections. So, I wanted to partner with someone that I felt like had the resources to really protect our clients and protect us from the potential for breach. I really appreciate BIS and

the resources that they provide us. It provides me a ton of peace of mind and I appreciate the opportunity to work with you guys.”



Carmen Rockstall,
Carson & Co.

I Am Very Stress-Free With Our Technology

“My employees know when they hit the door that everything is going to be working for them. With y’all’s monitoring, I know before I leave the house if something’s down. I know how to reroute people if that happens. So, it has really helped how we do our business. I am very stress-free with our technology. That’s something I’ve turned over to BIS and it’s something I don’t have to worry about.”



Paige Walsh,
Bayshore Christian
School

Since Going With Business Information Solutions, We’ve Had No Crashes

“It’s true, you get what you pay for. We used another company before we contracted with Business Information Solutions and we were NOT treated with any sense of urgency nor did the company bother to get to know us. With BIS, we know they actually appreciate our business. I don’t know where we would be if Business Information Solutions was not monitoring our system or us. Since going with them, we’ve had NO CRASHES.”

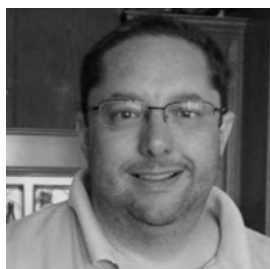


Valerie Shantazio,
Distinguished Young
Women

We No Longer Have To Worry About Being ‘Down’ For Hours

“Before Business Information Solutions, our server was being managed by two different individuals at a much cheaper rate. We thought our information was being backed up on a daily basis and it actually was not. When our server crashed, we lost years of documents. We spent many man-hours recreating documents and researching information that had previously been readily available. To us, this was more expensive than overall billing for the service Business Information Solutions provides. With the IT services that Business

Information Solutions provides, we no longer have to worry about being 'down' for hours or days with issues. Calls and work orders are responded to very quickly and efficiently."



Greg Welch,
Ashland General
Agency

By Allowing Me To Focus On Running My Company, Business Information Solutions Has Actually Made Our Company More Profitable

"Business Information Solutions has saved me both time and money. By managing my network, it frees me up to work on my business which allows me to be more profitable in the long run. Because of the great quality service BIS Office Systems and Business Information Solutions provide Ashland General Agency, I would and have recommended both companies to my colleagues. It's so much easier to have all of our business needs taken care of by one group. We no longer have to decide who we need to call for our printer and network. We can call one company and get everything we need."



Jason Gebhart,
Regal Brown

Cheaper Is Not Always Better! In Most Cases, It's Actually Worse!

"Cheaper is not always better! In most cases, it's actually worse! You can go use another IT company and probably pay less an hour for tech support, but you won't get the support in as timely a manner as you do with Business Information Solutions. And, you won't get 24 hour monitoring. With 24 monitoring, you get a heads up on potential problems and it allows you to correct the problems before your system goes down. With the 24 hour sentinel monitoring, I can sit back and wait on Business Information Solutions to tell me if something needs to be upgraded or if a backup fails. I'm no longer constantly checking for errors and problems on our network and servers. Instead, it frees up my time to spend doing what I need to do in my day to day business activities!"



Jim Owen
Gulf Shores
Title Co., Inc.

Less Downtime Allows Us To Be More Productive

“Before BIS took over managing my network, I was constantly having issues with my technology. There would be long periods of downtime that affected my employees’ productivity. Since BIS has stepped in, all the headaches I had in the past are no longer there. BIS takes care of the problem before it ever arises. Since there’s no more problems, there’s no more downtime. And less downtime allows u to be more productive. All the stress of having to deal with the network and IT issues is off of me because I have full confidence in BIS.”



Laura Wilson,
Advanced
Transmission, Inc.

The Bitterness Of Poor Quality Remains Long After The Sweetness Of The Low Price Is Forgotten

“Before I partnered with Business Information Solutions, I chose to go with a cheaper company solely because of the cost savings. Their prices changed with every issue we encountered. Onsite work was double the cost and we had to pick up and deliver our own PCs to be repaired. The amount of time I was wasting with this company started to add up and was taking away from the time I could be dedicating to my business. It was downright nuts! Now that BIS has taken over the support of our network, I have ultimate peace of mind which allows me to manage and run my business.”



Jacob Gilmore,
Gilmore Services

Staff Morale Has Gone Up Because I Receive Less Complaints About Our Network

“Over three years ago, I sent out an RFP for an IT partner. While BIS made it into the top two, I ended up choosing another company. However, I grew unhappy with my choice because the IT company didn’t have the depth of technicians that my company needed nor could it meet an acceptable turnaround time when fixing both simple and complex network issues. After

attending one of BIS' luncheons on backup and disaster recovery, I decided to meet with Phillip Long, CEO of Business Information Solutions. I toured the facility, met the technicians and called on references. Every reference had a raving review. So, I felt comfortable choosing BIS. Today, I can sleep better at night knowing we have a good anti-virus, a great backup and our network is secure."



Frank Leon,
Frank Leon, P.C.

From My Standpoint As A Small Business Man, Every Minute Counts And I'm Not Losing Any Minutes With BIS

"When dealing with larger service providers, I was usually at the bottom of the totem pole. I would receive unbelievably slow response times. With BIS, there's no delay in response. If we have a problem, I have someone on the phone who has a solution. Unlike other companies, Phillip Long, CEO of Business Information Solutions, grows his staff as his company grows instead of trying to bring in more profit at the expense of the customer. The immediacy and response time is extraordinary. I can't image ever having dealt with any other vendor that has handled things so professionally and promptly."*

*Disclaimer: "No representation is made that the quality of the legal services to be performed is greater than the quality of legal services performed by other lawyers."



Chad Chupek,
Auto Craft
Collision Center

We've Saved 40-50 Hours Per Month On Inside Labor

"BIS is only a phone call away and a true blessing. It's freed up my time so I can focus on my business. Not to mention, we've saved 40-50 hours per month on inside labor since we no longer have to figure out the problem and learn how to fix it. Financial monthly output and soft costs like downtime have decreased thanks to BIS. When you've found the right IT company, it just works. Now, we can focus on repairing vehicles instead of our computer system."



Getting IT done.

How to Contact Business Information Solutions

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Web: www.askbis.com | Email: plong@askbis.com | Phone: (251) 410-7601

About Business Information Solutions

We provide Mobile and Baldwin County businesses with a full IT staff at a fraction of the cost that they would pay a low-level full time IT Manager. Our team eliminates the hassle of dealing with the single knowledge and abilities of a lone "computer guy." What makes us unique is that we have a full staff of expert technicians who proactively manage our customer's computer networks to eliminate many of the headaches using computers to run a business. No other computer service provider in Mobile and Baldwin County can provide as many client success stories as we can.