

# Reasons Why Top Gulf Coast Businesses Are BIS Clients

# What Our Customers Are Saying:

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**Jim Owen**

Gulf Shores  
Title Co., Inc.

## What Stands Out Most Is The Thoroughness Of Their Approach

“We were growing quickly at the time, and it became clear that our previous provider couldn’t keep up with our needs. That’s when we partnered with BIS—and the rest is history. We’ve been very happy ever since.

What stands out most is the thoroughness of their approach. BIS gives us a complete menu of services, clearly outlining what they offer and letting us choose what’s right for our business. Once we saw that, we realized there were many things we should have been doing that we didn’t even know were possible with our former provider. That comprehensive look at our operations made a big difference.”



**Sharon Pippin,**

First Fairhope

## I Don’t Think You Can Find Anyone Better In The Business

““I don’t think you can find anyone better in the business. They are local, invested in the community, serve exceptionally, and have been around for quite a while. They are always looking for ways to get better and will pass this knowledge on to their clients. BIS’ team of support experts is remarkable! They are always ready to assist whether it’s walking me through something or being boots on the ground. They know where my knowledge threshold is, and usually if I’m calling them, I’ve exhausted the layman’s level of troubleshooting. They know this, they never talk “down” to anyone on our staff but are so professional and knowledgeable and just good ol’ nice when it comes down to it.”



**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."



**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."



**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."



**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,**  
Community Action of  
South Mississippi

## **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.”



**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.”



## **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

**Carmen Rockstall,**  
Carson & Co.

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."





**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."

## How to Contact Business Information Solutions

21530 Professional Drive | Robertsedale, AL 36567

Web: [www.askbis.com](http://www.askbis.com) | Email: [plong@askbis.com](mailto: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.