

10 Reasons The Alexander Group is a Superior Value.

We Care About Our Customers

We hire people who care about their work. Making sure you are happy is personally important to each one of us. Rich Alexander backs this up with his **President's Promise**- "If you didn't receive great customer service, call me directly any time at (502) 657-1101. Customer Care is our number one priority."

We Support All Business Technology

Our staff works on phone systems, computers, networks, software development, and many other areas of business technology. We can always help you with a problem because we have a wide-range of expertise on staff. Technology is becoming more and more interconnected and you don't have time to call four different vendors to get your troubles solved. The Alexander Group is your one-stop shop for business technology solutions.

We Partner With The Best

We don't just sell products, we develop strong partnerships with industry leaders like Microsoft, Intel, Toshiba, Vertical Communications, and Cisco. These special relationships (like being a Microsoft Certified Partner, an Intel Innovative Technology Provider, or an Vertical Preferred Solution Provider) allow us to offer superior service through special support options not available to many consultants. We solve your problems and develop custom solutions more quickly and effectively.

We Guarantee Our Response Time

When you have a problem, you need it fixed quickly. That's why The Alexander Group guarantees a 1 hour response time for service outages. For less critical problems we will respond on the same business day. If we don't meet our response time, then you will receive 2 free hours of service.

We Prove We Are The Best Value

Ask us to conduct an ROI analysis on your existing network or phone system. We will prepare a point-by-point value comparison of your existing systems and demonstrate where we will be more cost-effective and increase your revenues. We know we provide outstanding value and we aren't afraid to do the work to prove it.

We Offer Free Technology Consulting Sessions

You don't have time to keep up with all of the changes in technology that could improve your business and save you money. We do! As our customer, you will be eligible for free consulting sessions that will help you develop a technology budget, create a company technology strategy, and most effectively use your existing infrastructure.

We Conduct Annual Checkups For Our Regular Customers

Just like your car, your business technology needs regular maintenance. To make sure everything is running smoothly, The Alexander Group will remotely access your system and run through our 10 point checklist to make sure that you have no hidden problems. We will mail you a copy of the results of this inspection and help you avoid costly downtime and unexpected emergency service costs.

We Know How Critical Your Business Systems Are

Whether it's your phones, your database, or your e-mail; we know how critical it is that your technology works. The Alexander Group offers replacement systems, data backup services, 24x7 on-call contracts and many other services so you can keep doing business no matter how bad a crisis occurs.

We Gain Customers For Life

Our customers want a great value and if we don't provide it then they'll go elsewhere. That's why we take such pride in keeping our customers for life. It takes a lot of dedication and hard work to keep customers satisfied for decades. Talk to some of our long-time customers, like EXPI Corporation, who bought their very first computer from us in 1991 and they will tell you what being a customer for life is worth to them.

We Back It All Up With Our Satisfied Service Guarantee

Simply put, if you don't feel The Alexander Group provided you the best service that we could, then tell us and we will tear up the invoice. If we aren't as good as our word, then you don't pay. Could it be any simpler?