

UNPARALLELED PERFORMANCE GUARANTEES



30 DAY COMPLEMENTARY ONBOARDING PROCESS

Our comprehensive onboarding process enables us to overlap your current service provider ensuring a seamless integration at no additional expense



NINETY DAY UNCONDITIONAL MONEY BACK GUARANTEE

Eliminate any risk associated with your decision as UBTiCloud offers a 100% Refund if you're unsatisfied with the UBTiCloud experience in any way



30 DAY CANCELLATION

UBTiCloud has total confidence in our onboarding, support and strategy (vCIO) teams and proves it by offering our clients the flexibility to cancel at any time with 30 Days written notice



GUARANTEED FIFTEEN MINUTE REMOTE RESPONSE TIME

Our experienced and dedicated full time Help Desk Technicians will begin addressing your critical issues that can be handled remotely within fifteen minutes from the time the service call is placed and provides a \$500.00 credit if this commitment is ever missed



2 HOUR AVERAGE ON-SITE RESPONSE TIME

In the event your critical issues cannot be resolved remotely, UBTiCloud averages two (2) hours response time from the time the service call is placed until an engineer arrives at your office, also backed by a \$500.00 credit if a maximum response time of four (4) hours is not achieved



DEDICATED TECHNICAL SUPPORT TEAM

Knowledgeable and experienced technical professionals will be dedicated to provide a secure, safe, and optimized IT infrastructure thereby ensuring rapid support of any issues that may arise



VIRTUAL CTO STRATEGIC ACCOUNT REVIEWS

Our Chief Technology Officer (see attached resume) reviews your IT goals and initiatives on a quarterly basis thereby enabling us to help prioritize and plan intelligently to ensure optimal mileage from your IT budget



PRICE MATCH GUARANTEE

We guarantee to provide the best Managed Services Pricing in the marketplace or ARGGroup will match any lower priced documented competitive quote on comparable services

FULLY MANAGED PROGRAM

In order to qualify for the ninety day service contract money back guarantee the customer must send a registered letter within ninety days of signing contract, be current on all invoices and contracts, and have maintained a continuous contract with UBTiCloud. Does not apply when organizations declare Chapter 7/Chapter 11 bankruptcy or close operations. Response Time applies during normal business hours, 8:30-5:30 M-F excluding holidays.