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THE I.T. M$NEY PIT

5 Ways Businesses Waste Thousands Of Dollars On I.T. And Still Don't Get The Functionality, Security And Support That They Need

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After conducting hundreds of I.T. assessments for small to midsize enterprises in Houston, TX, we've uncovered 5 areas where companies routinely spend hundreds of thousands of dollars on I.T. yet still struggle with recurring problems, downtime, ineffective systems and security risks.

This report will show you exactly where money is leaking out of your organization and being wasted on I.T. systems and software that are old, unnecessary and putting you at risk, and what to do about it now.

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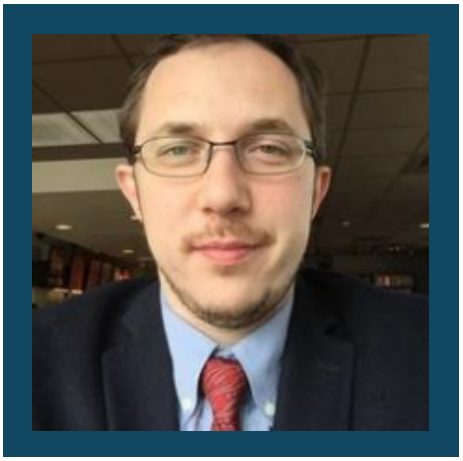
About Our CEO



Peter Robert
CEO, ECS (Expert Computer Solutions)

Highly innovative and goal-driven, Peter Robert is a leading IT consulting professional and the CEO of Expert Computer Solutions. With over 16 years of experience in IT management, infrastructure development, auditing, and optimization, Peter has helped countless small to midsize businesses transform their technology operations to be more secure, efficient, and cost-effective.

Born in Ukraine, raised in Brooklyn, NY, and based in Houston since 1997, Peter's passion for computers started at just nine years old. That early curiosity evolved into a career dedicated to helping organizations leverage technology to drive growth and reduce waste.

Peter founded ECS on the principles of family values, reliability, and trust. His mission is to make IT simple, strategic, and profitable for business owners. From network management and cybersecurity to system upgrades and maintenance, Peter and his team take pride in helping clients reach peak performance with technology that truly supports their business goals.

When he's not working with clients, Peter enjoys spending time with his family, researching emerging technologies, and salsa dancing.

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The I.T. Money Pit:
5 Ways Businesses Waste Money On I.T.

Even in the best of times, no business wants to have money secretly "leaking" out of their organization due to waste, poor management and a lack of planning.

But when it comes to I.T., most CEOs don't even know what they're spending money on, much less if they're making smart investments to minimize cost and waste. It's the proverbial "money pit," a "black hole" of cost that they are unable to accurately assess.

Like a supercar stuck on first gear, many businesses own high-performance I.T systems but never use them at their full potential. Businesses **are spending thousands of dollars, but are still not getting the speed, performance, security and productivity they need.**

As Andy Grove, former CEO of Intel, said, "Only the paranoid survives." In our experience, most CEOs are **not paranoid enough when it comes to loss prevention and I.T. waste.** That's why we wrote this report.

My team and I have found thousands of dollars in dysfunctional I.T., SaaS bloat, unnecessary software, productivity-killing systems and underappreciated cyber risk – even in generally well-run companies led by respected executives.

As you read this report, know that this IS very likely going on in your organization. As you go through this, know that what follows are only five of the most common areas where we see waste occurring. When we do a deeper analysis, we often find several other areas that need attention. Please take a look at everything below and know there IS a different path you can take, and one you should look into sooner rather than later.

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#1: "Maverick" Spending, No Strategy And Undisciplined Planning

Many companies we've audited have a mishmash of patchwork technology pieced together like an old Frankenstein monster lumbering along. Nothing makes sense, nothing works as efficiently as it should, and the entire I.T. system is awash in inefficiencies, duplicate and redundant resources and outdated technologies – *all adding up to thousands of dollars wasted, unnecessarily, that could be put to better use in the business OR simply added to bottom-line profitability.*

Do you have a veritable technology "junk drawer" full of equipment, wires and software that nobody can identify or explain and that does nothing but suck up space and precious resources?

In our audits of I.T. environments, we almost always uncover multiple servers, switches and other devices – all of which they are paying to support and back up – that could easily be consolidated and upgraded to deliver faster performance, more reliability and more security.

Over time, different cooks in the kitchen have added pieces and patched problems with Band-Aid after Band-Aid instead of strategically designing the whole to maximize productivity and lower the total cost of ownership by using more up-to-date (and lower-cost) cloud technologies.

In fact, most of the C-suite executives we've interviewed do not know what they even have and are paying for. I.T. is a giant black hole of spend that nobody can justify.

That's why the first step in understanding how to lower your overall I.T. costs and get a far better ROI is to conduct a deep audit of your entire environment to look for:

- Redundant machines, servers and devices.
- Duplicate SaaS applications your company is paying for (see "SaaS Bloat").
- Out-of-date software that's putting your organization at risk for a cyber-attack.
- Old servers that could be consolidated and moved to the cloud for greater speed and availability, easier access and team collaboration and productivity.
- Backup systems you're paying for that are unreliable and inconsistent.

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CASE STUDY #1

At ECS, we see this often during initial assessments. Multiple vendors, no centralized oversight, and unclear contracts all lead to poor return on investment and unnecessary costs.

A mid-sized Houston law firm was paying a premium for I.T. services but had no visibility into what they were actually getting. Despite having an internal systems administrator, the firm's out-of-state I.T. provider managed everything independently with slow response times, unresolved alerts, and no strategic planning.

When ECS took over, we transitioned them to a co-managed I.T. model that empowered their internal team while giving them professional-grade monitoring, cybersecurity tools, and transparent reporting.

Now, the firm's leadership can clearly see their I.T. spend, plan upgrades proactively, and ensure their systems align with business goals, no more guessing where the money goes.

RESULTS:
The firm eliminated redundant expenses, gained full visibility into their technology environment, and established a disciplined, strategic approach to I.T. investments.

#2: SaaS Bloat

In the era of cloud- and subscription-based everything, it's easy for small and midsize businesses to accumulate software-as-a-service (SaaS) subscriptions without a clear inventory or strategy.

Employees often purchase tools independently and outside of the I.T. budget (also known as "shadow I.T.") to get their job done. Because these subscriptions are in small amounts, and because most companies don't routinely audit these purchases, most companies are unnecessarily spending thousands of dollars in duplicate and unnecessary SaaS applications.

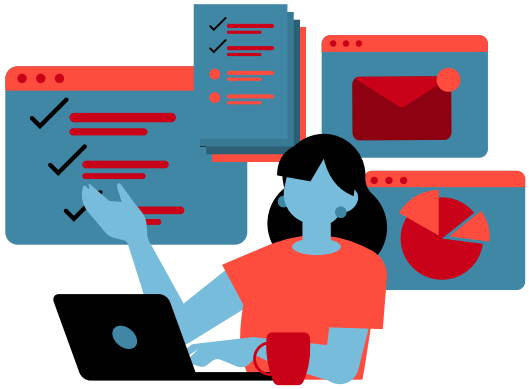
Here are some stats that speak to this point:

- A 2023 Productiv SaaS Trends report found that the average midsize company uses 254 SaaS apps, **yet only 45% of those licenses are actively used.**
- According to Gartner, organizations overspend on SaaS by at least 30% due to poor management of licenses and subscriptions.
- Flexera's 2023 State Of ITAM Report states that 49% of companies identify "identifying unused or underused software" as a top cost-optimization priority.

Let's say your business uses 100 SaaS apps at an average of $25/month per user, and only half are actively used. That's $1,250/month ($15,000/year) in waste for a 10-person team – and that's being conservative.

We also routinely find:

- Businesses are paying for full-feature enterprise plans when a basic tier would suffice.
- Companies fail to revoke and/or cancel licenses after employees leave or when the licenses are no longer needed.
- Employees have multiple software tools that do the same thing (e.g., three project management platforms, two virtual meeting and communication tools, multiple CRM systems, etc.).



Part of our service for clients is to conduct regular Technology Business Reviews (TBRs) that provide a strategic overview of each client's IT environment, including infrastructure, cybersecurity, and SaaS usage. These reviews help identify opportunities to optimize performance, reduce redundancy, and strengthen overall reliability.

Left unchecked, SaaS bloat silently drains your I.T. budget and wastes money that could be going directly to your bottom line. Trimming even 10% to 20% of this waste can free up thousands for higher-payoff investments.

#3: Grossly Inadequate Data Compliance And Cybersecurity Protections

While you might not think of spending money on cybersecurity as a "cost savings," you would do a complete 180 if you ever experienced the massive expenses associated with a ransomware attack or breach.

When A Cyber-Attack Happens, The Losses Stack Up And Multiply While Sales Tank.

Right away, there's an instant loss of productivity. At best, you're crippled. In the worst cases, you're completely shut down, unable to transact, unable to deliver the promised products and services to clients and unable to operate. In other cases, thousands if not millions of dollars are drained directly from your accounts without any chance of recovery.

Then you have the loss of critical data, reputational damage, potential lawsuits and government fines. **The epicenter of this disaster lands DIRECTLY on YOUR desk for YOU to deal with** – a problem that WILL significantly undo your best-laid plans for growth and progress.

Many organizations we review discover critical gaps in their cybersecurity preparedness, even after significant investment in IT staff and resources. In many cases, leadership believed their systems were fully protected until our TBRs revealed hidden vulnerabilities and risks that could have led to major downtime or financial loss.

Let me also point out that many insurance companies now require you to have a robust cybersecurity plan and protocols in place in order for you to be insurable. And with new data-protection laws being introduced and implemented on both a federal and state level, you may have clients coming to you to demand you show proof of adequate cyberprotections or they will be unable to do business with you. Do you really want to wait until you have the proverbial "gun to the head" need to get this enacted?

CASE STUDY #2

At ECS, we routinely uncover unpatched systems, ignored security alerts, and compliance gaps that could have been avoided with proactive monitoring and better transparency.

Another mid-sized Houston law firm discovered that several cybersecurity alerts had gone unresolved for over a week, and their IT provider had submitted questionable responses to a client compliance questionnaire. Despite paying for managed services, their systems were not being properly monitored or protected.

ECS transitioned the firm to a co-managed IT model, partnering closely with their internal team. We implemented 24/7 monitoring, advanced threat detection, and clear cybersecurity policies that restored confidence in their compliance posture.

We also established a proactive escalation process, so all alerts are reviewed and resolved quickly, with full visibility provided to firm leadership.

RESULTS:

The firm regained visibility into their security and compliance operations, reduced risk exposure, and built a sustainable, auditable cybersecurity framework that meets client and regulatory expectations.

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#4: Chronic I.T. Problems, System Failures And Slow Response To Problems

As the saying goes, "Overhead walks on two legs." Any leader knows that unproductive, distracted workers not only kill profitability but increase the chances of mistakes, missed deadlines, sloppy work and low morale. A frustrated team is not a productive one.

Yet We Find That Most CEOs Don't Realize Just How Often Their Employees Are Being Interrupted And Distracted Due To Recurring I.T. Failures Because It's "Hidden" From Them.

After our audit, many CEOs are shocked to discover their employees are dealing with chronic I.T. problems that are constantly getting in the way of serving clients, closing sales and doing their job, forcing them to stop what they are doing, redoing the work they just spent hours doing or possibly NOT doing what they are supposed to do.

Just one hour of this a day adds up when multiplied over an entire year and your entire workforce. As an example, one client we audited discovered each employee was wasting an average of 3 hours per month dealing with tech support issues. That is a STAGGERING amount of time wasted, not only in lower productivity, but also in the help-desk costs they were paying their I.T. company to handle all the support tickets being submitted. A DOUBLE WHAMMY of needless costs and profits going down the drain.

After coming onboard, we got that down to 30 minutes per month, one tenth of the time.

In the majority of the situations where this is happening, I.T. is being outsourced to an organization that is not as responsive as they should be and has not been strategic or proactive in upgrading systems to avoid these costs.

To make matters worse, many support tickets are submitted by employees into a "black hole" without a guarantee of resolution or response time. They were left waiting for HOURS, unable to work, simply because their outsourced I.T. company is not getting back to them quickly.

Problems occur again and again, and frustrated employees end up finding a work-around or attempt to fix it themselves because it's less frustrating than sitting on their hands waiting for a tech to call them back and fix the problem.

All the while, the company is paying their outsourced I.T. company to resolve all of this – but they're only compounding the problem.

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At ECS, we guarantee...

<1 Hour	99%	100%
Emergency response time	Live person answer rate	Satisfaction guaranteed

#5: Delaying Necessary Upgrades Until Systems Fail

With inflation and costs on the rise, it's no surprise CEOs and CFOs try to stretch I.T. systems upgrades until they are absolutely necessary. But there is a false economy in waiting too long.

Older systems not only become slower and less effective, but they also require more maintenance and support, increasing service fees. Old systems can also fail without notice, forcing you to upgrade without proper planning, incurring emergency support costs, data recovery fees and unplanned downtime.

In many cases, data loss can occur if systems fail unexpectedly and upgrading old legacy systems may require expensive specialists who can migrate the data and functions to a newer system. Then there's the increased risk of a cyber-attack since older systems tend to be less secure and may no longer be supported by the vendor

CASE STUDY #3

A Houston-based manufacturing company had been advised by ECS that their primary server was showing signs of impending failure and should be replaced soon. Despite the warning, leadership chose to delay the upgrade to avoid the immediate expense.

Months later, the server failed unexpectedly, halting operations for three full business days. ECS was able to leverage a recovery solution that prevented data loss, but the downtime resulted in significant financial impact from halted production, emergency replacement costs, and employee overtime.

This experience underscored the high price of reactive IT decisions. The company now follows ECS's proactive maintenance and upgrade schedule to prevent future interruptions and ensure their systems support continuous business growth.

RESULTS:

Although no data was lost, the business experienced three days of downtime and costly recovery expenses that far exceeded the cost of the original upgrade. Today, ECS provides proactive care to help them avoid future disruptions.

Done right, upgrades could have been done in smaller, budgeted increments over time, making it easier on the company from a budgetary perspective and in disruption of productivity. This is why, at ECS, we track and document all of the equipment, software and systems your business owns, giving you visibility into what's actually going on, what truly needs to be upgraded and when, giving you a budget.

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Is Your Current I.T. Company Allowing You To Waste Money, Break The Law And Incur Risk?

Take This Quiz To Find Out

If your current I.T. company does not score a "Yes" on every point, they are NOT adequately protecting and serving you. Don't let them "convince" you otherwise and DO NOT give them a free pass on any one of these critical points. Remember, it's YOUR business, income and reputation on the line.

☐ **Do they meet with you quarterly (or, at the very least, annually) to review your current I.T. spend and map out future upgrades so you can appropriately budget for I.T. spend?** Or do they wait until an upgrade is on fire and then send you a big, expensive quote for a critical upgrade you didn't budget or plan for?

☐ **Have they met with you recently – in the last 3-6 months – to specifically review and discuss what they are doing NOW to protect you from ransomware and the latest cyber-attacks?** This should be a routine report provided with the technology strategy meeting mentioned above.

☐ **Do they track and report on how many support tickets your team is submitting?** Is it under 3 per month per employee? If it's higher than that, what are they proposing to eliminate recurring problems your employees are constantly having to deal with?

☐ Have they proposed ways to **consolidate and eliminate SaaS bloat** in your organization?

☐ **Have they ever asked to see your cyber liability insurance policy?** Have they verified they are doing everything your policy REQUIRES to avoid having a claim denied in the event of a cyber-attack?

☐ **Do THEY have adequate insurance to cover YOU if they make a mistake and your practice is compromised?** Do you have a copy of THEIR CURRENT policy? Does it specifically cover YOU for losses and damages?

☐ **Have you been fully and frankly briefed on what to do IF you get compromised?** Have they provided you with a response plan? If not, WHY?

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- [ ] Have they told you if they are outsourcing your support to a third-party organization? **DO YOU KNOW WHO HAS ACCESS TO YOUR I.T. SYSTEMS AND THE DATA IT HOLDS?** If they are outsourcing, have they shown you what security controls they have in place to ensure that a rogue technician, living in another country, would be prevented from using their free and full access to your network to do harm?

- [ ] **Do they have controls in place to force your employees to use strong passwords?** Do they require a PASSWORD management system to prevent employees from using weak passwords? If an employee is fired or quits, do they have a process in place to make sure ALL passwords are changed? Can you see it?

- [ ] **Do they provide employee training so your staff knows how to utilize the tools they have instead of buying additional software and tools you don't need?**

- [ ] **Have they recommended or conducted a comprehensive risk assessment every single year?** By law, you're required to do this, and your I.T. company should be handling the I.T. part of that for you.

- [ ] **Have they implemented web-filtering technology to prevent your employees from going to infected websites or websites you DON'T want them accessing at work?** I know no one in YOUR office would do this, but why risk it?

- [ ] **Have they given you and your employees ANY kind of cybersecurity awareness training?** This is now required by law for many industries and by insurance companies as a condition of receiving coverage.

- [ ] **Have they properly configured your e-mail system to prevent the sending/receiving of confidential or protected data?**

- [ ] **Do they offer, or have they at least talked to you about, dark web/deep web ID monitoring?** There are new tools available that monitor cybercrime websites and data for YOUR specific credentials being sold or traded. Once a leak is detected, this tool notifies you immediately so you can change your password and be on high alert.

Note: The above is merely a starter list of ideas. You MUST review and modify to fit your situation, clients and professional advice. Do NOT use "as is" without consideration.

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To Request Your FREE IT Consultation:

1. Go online to **www.ecsoffice.com/free-business-consultation**

2. Call us direct at **281-858-2291**

About ECS

Since 2005, Expert Computer Solutions (ECS) has helped small and mid-sized businesses in Houston strengthen their IT, reduce disruptions, and scale with confidence.

Led by IT veteran **Peter Robert**, our team focuses on results that matter to business leaders:

- **Less downtime** → proactive monitoring and fast response
- **Lower risk** → enterprise-grade security and disaster readiness
- **More productivity** → technology that supports your team, not slows it down
- **Growth support** → scalable solutions without adding headcount

What makes us different? We don't just fix IT problems. we partner with your leadership to align technology with your business goals. In Houston's unpredictable business and weather environment, ECS ensures your company stays secure, connected, and ready for whatever comes next.

With ECS, you get more than IT support, you get a *strategic partner* committed to protecting and growing your business.

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Here's What Our Clients Have To Say:

From Being Fired by Our IT Firm to Finding a True Partner in ECS

As my firm has grown exponentially over the last few years, we have encountered several IT-related headaches. We initially hired another well-known local IT firm to help us modernize and standardize our IT infrastructure. The moment we became too much of a problem for that firm to deal with, they fired us as a client. Shortly thereafter, we found Peter and ECS. They have been nothing short of spectacular. No issue is too big or too small. No question is too complex or too simple. Peter and his entire team have been incredibly responsive and professional every step of the way. They even mapped out our entire move to new headquarters and transitioned our IT equipment from antiquated machines to new, state-of-the-art systems. Peter and the entire ECS team have my utmost respect and gratitude.

– Ben, Law Company

Rapid Hack Response That Protected Our Business

ECS helped me with a hack that could have been very damaging to our business. The tech spotted the suspicious behavior within a couple of hours of it happening, alerted me, and was able to repair it immediately, giving me plenty of time to advice clients of bogus emails the hack had generated. Wonderful performance.

– Rick, Oil and Gas Company

Rapid IT Support That Saved Our Space Awards Gala

The Rotary National Award for Space Achievement Foundation hosts an annual Space Awards Gala in Houston, honoring U.S. space heroes like Gene Kranz and Neil Armstrong. Before our event, NASA leaders couldn't access our website to submit nominations or RSVPs. After days of failed attempts and unhelpful hosting support, Expert Computer Solutions stepped in, quickly identified the issue, and resolved it. Their responsiveness was outstanding, and we are very grateful for their support at a critical time.

– Rodolfo, Non-Profit Organization

Professional, Reliable, and Always On Time

I have received exceptional services every time I have reached out to ECS for their assistance. Their services are so worth it! They are highly professional, knowledgeable, accurate and punctual. ECS- Thank you so much for everything you do to make my job easier.

– Hardik, Manufacturing Company