

– NEWS RELEASE –

**en-terpret.co PUBLISHES FINDINGS
FROM CLIENT SATISFACTION
STUDY**

CHICAGO, IL – Technology firm en-terpret.co, which provides consulting services to small and medium sized businesses throughout the U.S., Canada and Australia, has published findings from a recently conducted client satisfaction study. The study was a tool to gauge not only their effectiveness in serving clients, but to put their finger on the pulse of small business’s needs with regard to technology. “We feel it is of the utmost importance that we hear directly from our client regarding their needs, this way we are not guessing as to how to serve them and can be a more effective partner in their business’s success,” notes Daniel Harris, en-terpret.co Principal.

“We were surprised by many of the findings, but given the nature of running a small business, were understanding. Small business owners have a lot of hats to wear, sometimes this means that long range planning gets moved to the back burner to meet more pressing needs,” Harris adds. Some of the key findings in the study include the following:

- Information security is of central importance for many respondents, but currently they do not have adequate security plans.
- The majority of clients indicate that preparing for a disaster is vital; however most do not have an appropriate strategy in place for such an occurrence.
- Clients regularly send confidential emails.

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- Anti-Spam and Anti-Virus services and software are significant to clients.
- Working remotely is essential.
- Respondents plan to upgrade phones, remodel office, relocate or will take part in an acquisition.

“We are confident that these findings reflect not just the views and needs of our clients, but give a clear picture of the technology needs of small businesses across the country,” Harris says of the report findings. Harris also states that en-terpret.co strives to meet those needs and help small companies be effective and successful in a competitive business environment. For more information on en-terpret.co’s special report or to obtain your copy, please call 773-868-4381 or email dharris@en-terpret.com.

About en-terpret.co – Founded in 2000, en-terpret.co provides system consulting services for small to medium size business. They supply strategic and tactical technology consulting services, design and implement solutions for their clients. Specializing in knowledge management, they help their client achieve business goals by creating the most effective technical applications to maximize intellectual capital.

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