

Q&A with Randall Garner, President/Senior Engineer of Garner IT Consulting, Inc.



Randall Garner
President/Senior Engineer

Garner IT Consulting, Inc.
www.garner-it.com

Contact:
Randall Garner
850-250-3210
randall@garner-it.com

Interview conducted by:
Lynn Fosse, Senior Editor
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CEOCFO: Mr. Garner, what is the overall mission and vision at Garner IT Consulting Inc?

Mr. Garner: Our mission is to help small or medium businesses utilize technology strategically to help them achieve their business goals.

“IT stands for Information Technology and I would argue that most of these guys are just “Technology” guys! They do not understand the “Information” part. They do not understand the value of data or the cost of downtime in the business, and that is ultimately what we are trying to help each business with; protecting access to data and preserving productivity.”- Randall Garner

CEOCFO: Would you explain the strategic part and what you understand on a very basic level about helping businesses that perhaps others do not?

Mr. Garner: During the very first computer purchase a business made; that business owner, that decision maker, decided that it was worth spending money to buy this tool that was going to help their business in some way. However, I think that when most business owners made that initial decision they did not have all of the information in front of them to really understand what they were getting in to. By that, I mean a computer system is a living, breathing system of multiple layers and complexity, if you will. It is pretty similar to our human bodies and if we are going to get the best results out of our human bodies we better put good fuel in it. We better exercise. We better maintain our bodies. We need to treat our computer systems similar. Back to my point, what we see is that a lot of business owners bought a computer with the goal of, “This is going to make X function in my business run faster,” let us say bookkeeping or accounting, maybe processing orders, maybe tracking my customers. However, they only understood the cost of this decision was the initial purchase, and not what the on-going costs were going to be. Therefore, before they know it, six months into buying this computer, and it is slow, it is giving them errors, it is slowing down the staff, it is causing frustration, and money is just flying out the door! What happens in that common scenario is that the computer actually slowed their company down or did not give them the efficiency that they wanted. Therefore, when we say we want to be strategic, we want to help our client’s businesses, to really understand what a true cost is relevant to their unique business and put that out in front of them. An example conversation with our client would be, “Mr. Client, we know we are going to need to do a server refresh based off of our established criteria in the next six to twelve months, and we know that that is going to cost thirty thousand dollars. Now we can set that goal out in front of us so we can plan and we can budget.” This allows us to make that investment strategically verses reactively, which what we see many of our competitors do. They wait till the server crashes. Now your business is down. Now stress is high and now you are down for some amount of days while you are waiting on getting