

Managed Services Provider with offerings of Software and Technology used in Managing and Monitoring the Network for Financial, Accounting Health and Law Firms dealing with Security, HIPAA, Compliance and Audits



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Interview conducted by:
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"We have been in business for thirteen years and we have not lost but less than a handful of clients and most of that handful of clients have gone out of business." - Scott Richman

CEOCFO: *Mr. Richman, the tagline on the Nerds Support site is "Proactive approach to technology." How so?*

Mr. Richman: We are a managed service provider. We have software and technology that helps a client of ours, managing and monitoring the network. We are alerted way in advance before a client would know that something is going on and then we jump in and take care of it right away.

CEOCFO: *What are some examples of what you can pick up that would go unnoticed by a typical client?*

Mr. Richman: Typical things that can go unnoticed is like, for example, if there is a report about their hard drive or a server hard drive that is going to go bad. It reports usually something to the computer like in the vent log but nobody is ever managing or watching that. What our software does is alerts us to be able to go in and check in advance to prevent it from bringing down time to the client. Now the greatest thing with ransomware out there with Wannacry and Petacry the software will typically sit in the background of the PC and start encrypting files or they will just sit dormant. But when they sit dormant, they start reporting a lot of traffic usage back out to the internet. We will be notified of those alerts, go in and verify what is going on and that is how we can prevent those things from spreading.

CEOCFO: *Are your clients turning to you because they understand the depth of your services or are they often surprised when you are able to be proactive, jump in and let them know about a potential problem?*

Mr. Richman: Most of our clients come to us when there is a major pain that they have been facing. Either they have been dealing with a single IT person or a company that is unresponsive to their needs, or they are looking and understanding that with all the things that are changing in the big scale, that they are not sure or have a clear understanding. So they call us to help them and guide them on how to secure their network and to be able to give them incent to what needs to be done. Then we educate them about cyber security and what the cloud really is, and seeing if their business is a good fit for the cloud and how that can help them leverage their business in order for them to match and size their business goals and expectations.

CEOCFO: *How do you help your clients pay attention to the simple things like a good password and not clicking on unknown files?*

Mr. Richman: We have a couple ways. Part of our service is an educational series of our services. We sent out monthly newsletters and then we also inform them on our postings twice a week on our blogs about security and password