



“What Every Business Owner Must Know About Hiring an Honest, Competent, Responsive and Fairly Priced Network Consultant and IT Support Company”

**Don't Trust Your Company's Critical Data and Operations to Just
Anyone! This Business Advisory Guide Will Arm You With 16
Revealing Questions You Should Ask Any Network Consultant Before
Giving Them Access To Your Company's Network**

Choosing the wrong computer consultant to support your network can not only be incredibly frustrating and expensive, but could end up costing you in downtime, data loss, and expensive repair bills, not to mention the headaches and frustration!

Read this guide and you'll discover:

- ✓ The “dirty little secret” to the computer repair industry that most people don't know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- ✓ 16 Revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- ✓ 3 Costly misconceptions most business owners have about computer maintenance and repair; one you will need to know BEFORE even picking up the phone.
- ✓ Viruses, worms, spyware, and hackers: what you need to know to protect yourself.
- ✓ 4 Mistakes to avoid when choosing a computer consultant.
- ✓ Why “cheap” or “lowest price” computer repair shops aren't the bargain they initially appear to be.
- ✓ The one surefire sign that you should run – not walk – away from a computer support firm.

Provided as an educational service by:

CEO Partners - Darryl Kalli, Bradley Miles, and Tony Quijano

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From The Desk of: Darryl Kalli
North Star, Inc. – CEO / Partner

Dear Colleague,

Choosing a computer support company isn't easy. There are no shortages of horror stories about incompetent computer repair “gurus” bungling jobs and causing MORE problems as a result of their loose morals or gross incompetence. I'm sure if you talk to your own friends and colleagues you will get an ear-full of the unfortunate experiences they have encountered in this area.

Why is this? Because the computer repair and consulting industry, along with a lot of other industries, has its own share of incompetent or unethical businesses who will try to take advantage of trusting business owners who simply do not have the ability to determine whether or not they know what they are doing. Sometimes this is out of greed for your money; but more often it's simply because they don't have the years of experience, or skills and competency to do the job right, but won't tell you that up front. From misleading information, unqualified technicians, poor management and terrible customer service, we've seen it all...and we know they exist in abundance because we have had a number of customers come to us to clean up the disasters they have caused.

Buyer Beware: The Computer Repair and Consulting Industry Is NOT Regulated

Here's an embarrassing (and little-known) fact about my industry: it is not regulated like many other professional service industries which means ANYONE can claim they are a “network support expert.” **In fact, a lot of the businesses in this industry started because the owner was FIRED or laid off from their job and couldn't find work anywhere else. That means many of the so-called experts are useless and make the sleazy auto repair shops look like the pinnacle of virtue and competence.**

Automotive repair shops, electricians, plumbers, lawyers, realtors, dentists, doctors, accountants, etc. are heavily regulated to protect the consumer from receiving substandard work or getting ripped off. However, the computer industry is still highly unregulated and there aren't any laws in existence to protect the consumer – **which is why it's so important for you to arm yourself with the information contained in this report.**

Anyone who can hang out a shingle can promote themselves as a network support expert. Even if they are honestly *trying* to do a good job for you, their inexperience can cost you dearly in your network's speed and performance or in lost or corrupt data files. That is why we decided to offer this report. The information in this Guide is provided to help raise standards within the computer network and support industry, and to give YOU useful information to help you guard against the unethical or incompetence of some companies and technicians.

Dedicated to serving you,
Darryl Kalli



About Our Company

North Star was founded in 1992 and the original owners found themselves in a bad situation in 2011. Shortly after, Brad, Tony, and myself met with the prior owners and made the decision to purchase the company. It was at that time we decided to build a better business than the one we bought. One that is dedicated to our customers' success by delivering exceptional IT support, and always doing what's in their best interests.

Once the initial years of ownership were under our belt, we set out to expand our service offering to include newer technology that gives our clients more cloud features, round-the-clock network support, and a better experience with us overall.

Darryl has been with North Star since 1996, Brad started in 1998, and Tony came on board in 2008.

We're enjoying this journey to grow and become greater assets to our clients.

We strive to have a close and trusting relationship with clients, and a staff that promises to listen to their needs.

With firm roots in the small to medium size business world of IT, North Star understands that businesses frequently set goals that are unattainable without the proper use of technology. Our goal is to make sure our clients don't fall into that situation. North Star provides services and manages tools to enable and empower our clients to not only meet but exceed their goals. This helps them increase efficiency, boost productivity and in turn increase profitability.



Darryl Kalli - CEO - Lead Network Engineer

-Darryl began at North Star in 1996 in the Service Department. He has been in IT for nearly 20 years with a high level of experience supporting Microsoft networks and Exchange Server. He attained his first Microsoft certification (MCSE) in 1998. A Denver native, he enjoys bike riding along Colorado's many trails.



Tony Quijano - CEO - Lead Network Engineer

-Tony has been in the IT industry for the past 17 years and has extensive experience in supporting networks, telephone system support (VoIP), and Cisco. He joined the North Star team in 2008. In his spare time he enjoys outdoor activities and golfing.



Bradley Miles - CEO - Lead Network Engineer

-Joined North Star in 1998 after 6 years as a Nuclear Electrician on Submarines in the US NAVY. Microsoft certified in Small Business Server. Extensive experience with Microsoft networks and Exchange servers. Born and raised in central Illinois but moved to Denver right after high school. Likes to play poker, skydive and has even been known to pretend to golf.



16 Questions You Should Ask Your IT Support Company Before Hiring Them To Support Your Network

Customer Service:

Q1: Do you answer your phones live or do I always have to leave a voice mail and wait for someone to call me back?

Our Answer: Yes, we do our very best to answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after hours number they may call if a problem arises, including weekends. Why? Because many of the CEOs and executives we support work outside normal hours and find it to be the most productive time they have. If they cannot access their computer network AND can't get hold of anyone to help them, it's incredibly frustrating.

Q2: Do you have a written, promised response time to my calls?

Our Answer: Yes, we promise to have a technician calling you back or working on a problem typically 2 hours or less of your call. This is written into every service agreement we give to our clients because it's standard procedure.

Q3: Do you take the time to explain what you are doing and answer my questions in terms that I can understand (not geek-speak), even for simple questions?

Our Answer: Yes, our technicians are trained to have the 'heart of a teacher' and will take time to answer your questions and explain everything in simple terms.

Q4: Do you consistently (and proactively) offer new ways to improve my network's performance, or do you wait until I have a problem to make recommendations?

Our Answer: Yes, we conduct quarterly review meetings with our clients to look for new ways to help improve their operations, lower costs, increase efficiencies and resolve any problems that may be arising. Our goal is to help our clients be more profitable, efficient and competitive with these meetings.

Q5: Do you provide detailed invoices that clearly explain what I am paying for?

Our Answer: Yes, we provide detailed invoices that show what work was done, why and when so you never have to guess what you are paying for. We also double check our invoices for accuracy before they are sent to you.

Maintenance Of Your Network:

Q6: Do you insist on remotely monitoring my network 24-7-365 to keep critical security settings, virus definitions and security patches up-to-date and PREVENT problems from turning into downtime, viruses, lost data and other issues?

Our Answer: Yes, for clients who have partnered with us to maintain and be responsible for your network on an ongoing basis, our remote network monitoring system watches over your network to constantly look for developing problems, security issues and other problems so we can address them BEFORE they turn into bigger problems.

Q7: Do you provide me with a weekly report that shows all the updates, security patches, and status of every machine on my network so I know for SURE my systems have been secured and updated?

Our Answer: Yes, every week our ongoing maintenance clients get a detailed report that shows an overall health score of their network and the updates to their antivirus, security settings, patches and other important network checks (like hard drive space, backups, speed and performance, etc.).

Q8: Is it standard procedure for you to provide me with written, network documentation detailing what software licenses I own, critical passwords, user information, hardware inventory, etc.?

Our Answer: Yes, all clients receive this in written and electronic form at no additional cost. We also perform a quarterly update on this material and make sure certain key people from your organization have this information and know how to use it, giving you complete control over your network. Side Note: You should NEVER allow an IT person to have that much control over you and your company. If you get the sneaking suspicion that your current IT person is keeping this under their control as a means of job security, get rid of them (and we can help to make sure you don't suffer ANY ill effects). This is downright unethical and dangerous to your organization, so don't tolerate it!

Q9: Do you have other technicians on staff who are familiar with my network in case my regular technician goes on vacation or gets sick?

Our Answer: Yes, and since we keep detailed network documentation (basically a blueprint of your computer network) and updates on every client's account, any of our technicians can pick up where another one has left off.

Backups And Disaster Recovery:

Q10: Do you INSIST on monitoring an offsite as well as an onsite backup, or are you letting me rely on outdated tape backups?



Our Answer: We do not recommend to our clients to use tape backups because they are incredibly unreliable. Yes, we make sure all of our clients are informed about their options and have an opportunity to sign up for our affordable and tested managed backup solution.

Q11: Do you INSIST on doing periodical test restores of my backups to make sure the data is not corrupt and could be restored in the event of a disaster?

Our Answer: Yes, we perform regular “fire drills” and perform a test restore from backup for our monthly maintenance clients to make sure their data CAN be recovered in the event of an emergency. After all, the WORST time to “test” a backup is when you desperately need it.

Q12: Do you strongly recommend backing up my network BEFORE performing any type of project or upgrade?

Our Answer: Yes, we do; and that’s simply as a precaution in case a hardware failure or software glitch causes a major problem.

Q13: If I were to experience a major disaster, do you have a written plan for how my data could be restored FAST and/or enable me to work from a remote location?

Our Answer: Yes, all clients receive a simple disaster recovery plan for their data and network. We encourage them to do a full disaster recovery plan for their office, but at a minimum, their network will be covered should something happen. For our customers who have opted for our online backup solution, access to your data is at your fingertips from wherever you are located with an internet connection, and restoring is efficient and painless.

Technical Expertise And Support:

Q14: Do your technicians arrive on time and are presentable?

Our Answer: Yes, our technicians are true professionals that you would be proud to have in your office. They dress in business casual attire, show up on time and if they cannot (for some odd, unforeseen reason) we always notify the client as soon as possible. We believe these are minimum requirements for delivering a professional service.

Q15: Are you familiar with (and can you support) my unique line of business applications?

Our Answer: Yes, we assist with troubleshooting problems with all line of business applications for our clients. That doesn’t mean we can fix faulty software or compatibility issues – but upon your request, we WILL be the liaison between you and your vendor to help resolve problems you are having and do our best to make these applications work smoothly for you. What we won’t tolerate are vendors that try to take advantage of your limited technical knowledge of how things should work together. It’s uncalled for, unprofessional, and we always go to bat on your behalf.

Q16: When something goes wrong with my Internet service, phone systems, printers or other IT services, do you assist with the problem or do you say “that’s not our problem to fix?”



Our Answer: Yes, we will always help a client when they ask, so they don't have to try and resolve any of these issues on their own if they are not comfortable doing this – that's just plain old good service and something many computer guys won't do.

The 3 Most Costly Misconceptions About Computer Maintenance and Repair

Misconception #1: My computer network doesn't need regular monitoring and maintenance.

This is probably one of the biggest and most costly misconceptions that business owners have. Usually this is because they've been fortunate enough to never have encountered a major disaster; but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem free. In fact, it's surprising how fast a brand-new PC will slow down after a few weeks of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network.
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

Just like a car, if you don't change the oil, replace the filter, rotate the tires, flush the transmission, and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and cars are far simpler than a computer network!

If your computer support tech does not insist on some type of regular, automated monitoring or maintenance of your network, then DO NOT HIRE THEM. Lack of system maintenance is the NUMBER ONE reason most people end up losing valuable files and incurring heavy computer repair bills. If your technician isn't offering you these services, you need to find someone else to support your computer or network for two reasons:



1. Either they don't know enough to make this recommendation, which is a sure sign they are horribly inexperienced, *OR*
2. They recognize that they are *profiting* from your computer problems and don't want to recommend steps towards preventing you from needing their help on an ongoing basis. After all, they'll get paid MORE to remove a virus than to make sure your system is patched, updated and secured (which can be done quickly and inexpensively with good monitoring).

Either reason is a good one to get as far away from that person as possible!

Misconception #2: My nephew/neighbor's kid/brother-in-law/office manager knows this computer stuff and can take care of our computers.

Most people look for a part time "guru" for one reason: to save a few bucks; but this often comes back to haunt them. We frequently get calls from business owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend, or relative who was just trying to help.

If the person you have working on your machine does not do computer repair and support for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your data and computer network? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great technician, but you shouldn't be choosing someone on price alone.

Misconception #3: All computer technicians are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good technicians do NOT work cheap because they are in high demand just like every other professional service category. The only technicians that will work cheap are those that are just starting and they are grossly inexperienced.

And some shops will hire college kids or newbie technicians because they will work for next to nothing to gain experience, *OR* they allow interns to support your network because they don't have to pay them at all – but what you don't realize is than an inexperienced technician like this can end up costing more because:

1. They improperly diagnose problems, which mean you're paying them to fix the **WRONG** thing and **STILL** won't resolve your problem. Case in point: A few years ago a TV reporter went undercover to 8 computer repair shops in LA with a perfectly working PC, but simply disconnect a cable in the back (a fix that the **AVERAGE** computer tech would have caught in minutes with a visual inspection). Several shops improperly diagnosed the problem and wanted to charge them anywhere from \$59 to



over \$275 to fix it!

2. They could take 3 to 5 times as long to do the same repair an experienced technician could fix quickly. Again, you're paying for those extra hours.
3. They could do MORE damage, costing you more money and downtime.

With your client data, accounting records, e-mail and other critical data at stake, do you REALLY want the lowest-priced shop working on your machine?

We take the view that most people want value for money and simply want the job done right. You will find that we are not the cheapest, but we don't apologize for that. As the owner, I decided a long time ago that I would rather explain our higher rates ONE TIME than to make excuses for POOR SERVICE forever. That said, weren't not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been able to stay in business for many years and have over 100 customers who've been with us that entire time.

4 More Mistakes To Avoid When Choosing A Computer Consultant

1. **Choosing a computer consultant based on a single phone call.** We recommend you invite them into your office and ask them for a written proposal. Be clear on what your expectations are and what type of problems you want them to resolve. As stated a moment ago, a competent professional should offer to do an audit of your network to diagnose your system BEFORE quoting you anything. After all, would you take a doctor's word that you need surgery if they hadn't done x-rays or other diagnostics? Of course not! Prescription without diagnosis is malpractice.
2. **Choosing a computer consultant without speaking to several of the current clients.** Check their references! Don't just take the sales guy's word that they are good – ask to speak to at least 3 or 4 clients that are similar in size and scope to you. If they hesitate or cannot provide you with references, don't trust them!

Another good sign is that they should have multiple client testimonials and success stories posted on their web site and throughout their marketing collateral. A lack of this may be a sign that they don't HAVE clients who are happy enough to provide a good reference – again, a warning sign.

3. **Choosing a computer consultant who cannot remotely monitor, update and support your network.** In this day and age, a computer consultant who doesn't do this is living in the stone ages. You want someone to do this because it will dramatically increase your network's security and will enable them to do faster repairs. That's not to say they shouldn't come onsite; but remote monitoring and repairs make fixing problems FASTER for YOU and help AVOID



problems from cropping up in the first place.

4. **Choosing a computer consultant who isn't seasoned or experienced enough in working with small – medium sized businesses over a long period of time.** You might be surprised to know that most anyone can “hang out a shingle” and offer IT support. If they had their hands in the guts of a computer or a few networks, they might think they know all they need to know to make a living at it. We beg to differ. What you need is a team of experts with a wide variety of in-the-trenches experience, and that have been doing it for many years or decades, not months. You need ninja-level troubleshooting skills. You need an IT support company that wants to be your long term technology partner, not just an entry level Tier 1 tech, or worse, someone doing this part-time while they are still working at their “real” full-time job.

A Final Word...

I hope you have found this Guide to be helpful in shedding some light on what to look for when outsourcing the support of your company's network. As I stated in the opening of this report, my purpose of providing this information was to help you make an informed decision and avoid getting burned by the many incompetent firms offering these services.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And of course, if you are looking for someone you can trust to take over the care and maintenance of “all things digital” in your office, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE IT Security Health Check and Diagnosis. This is, of course, provided for free with no obligations and no expectations on our part. I want to be clear that this is NOT a bait and switch offer or a trick to get you to buy something. Our reputation for running an honest and trustworthy business is something we hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free “get to know us” offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision; and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously we can't help everyone and our services might not be a good fit for you. Conducting this IT Security Health Check enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

Looking forward to your call!

The Team at North Star, Inc.
Phone: 303.747.4024
Web: www.nssit.com



FREE IT Security Health Check For All Prospective Clients Who Want To Put Us To The Test!

As a prospective customer, we would like to offer you a FREE IT Security Health Check and Diagnosis (\$500 value). During this health check we will perform a comprehensive audit of your entire network to look for potential problems, security loopholes, spyware, and other hidden problems that will cause the computers on your network to run slow, act funny, crash, and lose data.

We will:

- ✓ Review your system backups to make sure they are working properly and CAN be restored quickly in the event of a disaster.
- ✓ Scan for hidden spyware, malware, and viruses that MOST anti-virus tools and software can't detect or won't remove
- ✓ Check for security updates and patches to validate that your network really IS secure.
- ✓ Review your firewall and security settings
- ✓ Check the integrity of your server and workstations hardware (Side Note: Did you know that hardware failure is one of the leading causes of data loss that CAN be detected early and avoided with proper monitoring?)
- ✓ Audit your virus definitions and protection
- ✓ Conduct a visual scan of your server room and cabling to make sure your network is PHYSICALLY safe and set up properly.
- ✓ Check your overall system performance, space and settings to see if your network is running as fast as it could be.

Why Should You Care About This?

Because there are literally dozens of ways hackers and viruses can access your network—undetected—to access and remotely control your network, corrupt your data, and use your network as a conduit for spreading spam, viruses, and even illegal software.

There are numerous system checks and updates that should be done on a regular basis to ensure maximum speed, performance, and security. Ignore them and your system will get progressively slower, unstable, and susceptible to viruses, spyware, and hackers.

Tape backups have a failure rate of 100% --that means all tape drives will fail at some point, often without warning. You don't want to find out that your backup was not working the day after your hard drive fried.

Three Ways You Can Request Your FREE IT Security Health Check:



- 1) Call our office at 303-747-4024 and have Renae schedule an appointment for your free IT Security Health Check.
- 2) Send an email to support@nssit.com and put “IT Security Health Check appointment request” in the subject.
- 3) Go to our web page at <http://nssit.com/free-network-security-assessment/> and complete the signup form to get started.

Read On To Hear What Our Clients Have To Say:

“Prior to working with North Star, we had been through both in-house and outsourced IT consultants at every price point. As a smaller firm, we were generally treated as more of a nuisance. In 2007, we chose North Star to handle our move to a new office and upgrading our equipment. We found their pricing structure competitive, but their customer service exceeded everyone. They have responded immediately to crisis situations and have remained equally engaged for routine maintenance calls. Although we are small client for them, they are always fully aware of our issues and past history – essentially, they're clued in, and that reassurance is invaluable.

About a year ago, we had a catastrophic server outage due to our building's electrical system, and Dell did not completely pull through on their warranty. The techs at North Star lent us their personal hardware until we received our new equipment nearly a week later. When the monitoring service became available, we took advantage: it cost less than their routine monthly visits, and we could prevent problems before they occurred. In the few months since we've switched, North Star has alerted us to three major issues regarding our backup system, our antivirus, and our drive space. Left unattended, any of these could have brought our business to a standstill.

We routinely turn away IT companies, because North Star continues to provide stellar service.”

*Gregory Olivet
Systems Design International, Inc.*

“We were struggling to maintain an aging network, create and maintain backups and plan for future upgrades and expansion. Bradley Miles came in and tackled our critical issues right away. Now in just about two months we have fixed the critical errors, updated much of the network and replaced our antiquated phone system.

We would like to give special recognition to Bradley Miles.

Based on the research and options provided by North Star we have upgraded our phone and internet, increasing the speed twelve fold and decreasing the cost by \$800 per month.”

*Corey Walker
Frontier GeoTek, Inc*



“PVC Specialties Co. has used North Star for many years now and we have never found any cause to look elsewhere because we find each of your techs highly experienced. This is our second server/new workstation upgrade and I thought it went quite smoothly. As did the first upgrade. The project finished on time and on budget. There was no problem you couldn’t fix. I am quite satisfied with North Star and would recommend them to anyone looking for a new IT company.

We have recently signed up for your 24/7 monitoring service and I wouldn’t do it if I didn’t think it was beneficial. I think cost wise it could work out to cost us less each year in IT expenses. I think it gives me some peace of mind.”

Chris Zotter
PVC Specialties

“North Star did our phone and internet system move recently. There were a lot of details involved with moving two businesses into one building. That combined with an uncertain move date made it challenging, but they were calm and confident through the whole thing which put us at ease. Since then we’ve used North Star for all of our IT services and would highly recommend them to others.”

Emily Busalacchi
MSBiotec

“Both Tony and Renae have been extremely helpful in our telephone operations. Tony has done what he said he would do and did it when he said he would do it. He has been able to solve all of our problems and realizes that time is of the essence for phone problems. When contacting Renae, she either addresses our problems or forwards the problem resolution immediately to Tony who responds promptly.”

Loren Scott
Philip T. Sharples Trust

“North Star has supported our IT systems for years including upgrades, improvements, and emergency service. Tony and his team have consistently provided excellent service and given us confidence in the reliability of our systems. If a problem is persistent so is North Star until a solution is found.”

Greg Roda
Outlast Technologies

“Tony and his team at North Star were outstanding. We run a commodity brokerage and have phones ringing off the hook 12 hours a day. North Star came in and had us up and running in a day as scheduled. I appreciated all the patient training and follow through to make sure everything was running to our standards. Our phones and email have never worked better! I would highly recommend Tony and his team.”



Zachary May
Commodity Broker Rufenacht LaVaca LLC

"Having worked with North Star for several years, I was confident in their experience and abilities to ensure a smooth transition in a multi-phase install. Even so, I was still impressed with the detailed scope of work and the plans to mitigate downtime. The project with North Star was on time and within our budget while we kept our business running"

Richard T Lindsey, Ph.D
Mines and Associates

"Without a doubt, the services of North Star have made all of our projects pain free and successful. With them driving the complex process of switching IT support to North Star, the network upgrades, and our home office move, I was able to focus on my business and did not fall into an accidental project manager role."

Janelle Ehrman
Ehrman & Associates, Inc.

"North Star's Project Management made the transition from our IT support vendor to their IT support services easy."

Lisa Fogg
Denver Merchandise Mart

"The North Star team stood out above our multiple vendors and contractors when we opened at our new location. Knowing that there was a clear process to drive our project definitely made it a success! I would gladly work with North Star again and I highly recommend them to anyone undertaking a move or opening a business – they know their stuff!"

Mike Torres
Dakota Ridge Complete Automotive