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Win.
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Testimonial By



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powered by



Discuss the most important quality of a business

When searching for a company to do business with, it's commonplace to ask which qualities separate the best choice from the rest of the pack. While product quality is important, and other intangibles like corporate culture and responsibility are growing as focal points, it's fair to ask if those qualities are mere differentiators or essentials. Certainly, being the best-in-class for these areas is important, but one must also ask to what degree those things are replaceable as competitors duplicate and even overtake the concepts and products of the leading company.

So, given that, what cannot be duplicated? What makes a company unique and irreplaceable? What does it offer that even the most advanced technology cannot surpass?

The people! The human-to-human interaction and exchanges – the customer service and experience – are the ultimate hallmarks of a great firm that people WANT to do business with and look forward to doing business with.

Discuss what made BIT Solutions stand out to you

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Discuss the various ways BIT Solutions provides exemplary customer services

BIT Solutions answers yes to all of the below -- how many businesses can say they check them all?

- Does the company offer actual personal client service?
- Is the average response time within the same day (often immediate)?
- Are company representatives accessible over the phone?
- Can I communicate with the owner personally?
- Are customer questions/concerns being resolved ASAP?
- Are follow-ups being initiated by the company?
- Does the company customize every response/question to the individual client's needs?

- Does the company pledge to resolve ANY client-issues if at all possible?
- Does the company welcome customer suggestions?
- Are tools and programs updated to fit the user's needs?
- Are upgrades performed multiple times a year?
- Does the company offer one-on-one training?
- Does the company hold free training-classes periodically, to improve the customer's comfort level and knowledge of the product?
- When more challenging issues present themselves: Does the owner care enough to hold a one-on-one session with the client?
- Does the company representative/owner make you feel like you are part of the team, and as if you're their only, most important, client?

A Testimonial / Quote regarding the benefits of BIT Solutions

BIT Solutions has an outstanding product with its CaptureExec Pipeline Management system. It is streamlined, logically laid out and easy to use, with new features like the GovCon Smart Search (GCSS) capability, which automatically uploads filtered opportunities from your preferred search system (such as GovWin). CaptureExec is a one-in-all program that saves you time, resources, and money. While your business will benefit from CaptureExec for years to come, you'll personally never forget your interaction with the people of BIT Solutions. How many firms can you say that about?

Contact BIT Solutions, LLC

If you are a potential client and would like to request a demonstration of CaptureExec, learn more about our Consulting Services, or have general queries about BIT Solutions, please contact us.

We look forward to hearing from you!

Skip Blackburn | Founder & CEO | 410-925-0424