

Participant	Question Text
Marco Iannuzzi	Hi Lisa
Cornell Johnson	Cornell Johnson
Lisa Ferrante	
Gavin Livingstone	Hi Lisa...
	This live chat includes an audio portion. To listen to the chat, please dial our call-in number: 1-303-248-0285, followed by this code: 471 4241.
Peter Krass	
Peter Krass	Welcome, everyone. We'll get started in about 5 minutes.
Lisa Ferrante	Thanks for joining us today - As Gavin continues his presentation please feel free to type your questions in the chat window!
Andrew Teshoney	when defining services, what have you found as good "bundling" practices to avoid a la carte service sales (makes commodity pricing harder)
Jason Rivas	When it comes to finding tech talent, what has NOT worked favorably in resourcing technicians, engineers, help desk personnel?
Jim Idle	I must apologize, I came in about 5 minutes late. Can you expound on what you are doing as far as the security offering you have? We feel that helping our clients with security is a major issue this year, especially for remote users. Thanks
Jim Idle	Amen on what you just said
Jim Idle	About trusting your talented employees
Jim Idle	Our best techs have come from people our techs already know
Jason Rivas	Thank you for the earnest response to my question. A follow up, on a different subject. When it comes to being a CEO, as a business owner- what are the top three lessons you have learned, that you wish you could've learned faster or earlier on? (Hindsight question..)
Jim Idle	Anything like OpenDNS or iSheriff?
Jim Idle	Is it by chance KnoeBe4?
Jim Idle	Thanks
Jason Rivas	Thank you for the response. As the industry moves to become more managed service centric, which core differentiators do you see as being the most valuable, in retaining the clientele- as more IT service startups move to becoming 'instant MSP's'?
Jason Rivas	Sounds to me, that the human connection- between the client and the provider- is what increases 'personal bandwidth' between the client and the provider.. is what can retain clientele..
Jason Rivas	darn refreshing.
Jason Rivas	Thank you.
Murray Radzanower	Thank you very much!
Lisa Ferrante	www.businesscomputeforum.com
Jim Idle	Thank you - very insightful