

Mining Our Diamonds 2022

May 24, 2022 2:30 PM

Chet Lytle opened the session by explaining the format and explained that this is to be a positive experience and is not designed to be a “bitch” session about our vendor partners.

Chet and Jeff Downy will be the facilitators.

The first question raised on the floor had to do with dealing with the rising cost of fuel and how ownership was dealing with this:

- Raising hourly Rates. (some dealers haven't raised rates for more than 10 years)
- Adding fuel charges
- Increasing initial minimum service call rates.

Allowing techs to work from home:

- Most are reluctant.
- Those that are allowing work at home techs are requiring at least one or two days that techs must report to the office.

Standardize Job check off lists:

- Provide check-off list for installations. Putting ownership on tech for fully completing project. Kurt Krupp to send a copy of their check-off list to Rich/Heather to be shared with group.
- Check off list would also be handy as a pre install requirement, especially for VoIP installs. Also to perform a pre-qualification for internet quality.

John Thomas asked for a show of hands as to members who are using “Ideacom” as a selling tool. JT explained how he leverages the vastness of our organization as a means of setting us apart from the competition. Brad and JT gave a brief demonstration of how they present “Ideacom” as a national organization in all of their presentations and proposals.

Recruiting Sales People:

- Ask copier companies in your area for a quote on replacing your existing copier. If you find a sales rep to your liking, begin building a relationship that hopefully will lead to an eventual hire.

Recruiting Techs:

- Advertisements and word of mouth.
 - Be sure to provide personality and aptitude testing. Look for ability to get along as well as to adapt to changing environments.
- Hire veterans. Many have amazing technical training and most do not know their full worth in the business market; allowing you to hire them at a lower rate and escalate them as they become trained in your products and procedures. The only downside is that many are in the Reserve and there is the chance of them being deployed.

Cabling Projects:

- By a show of hands, most in the room are doing cabling projects, most with their own crews, some with contractors.
- Technical pay scale ranged from \$25 to \$30 per hour for supervisors and \$17 to \$19 for non-supervisors.

- Esticom is a great software program for estimating cable jobs. Cost approximately \$80.00 per month.
www.esticom.com/structured-cabling-estimating/

Project survey tool:

- Excel docs:

See below:

Network Survey/Review – Checklist

Document - Take Pictures for before and after

Physical Cabling Cat5e or greater?	Y	N
Labeled	Y	N
Terminated at each end	Y	N
Patch Panel	Y	N
RJ-45 Ends	Y	N
Certification/Test Results	Y	N
UPS	Y	N
Is it in a series?	Y	N
More than 3 layers deep	Y	N
SIP ALG	Y	N
Double or Triple NAT	Y	N
Clean Power	Y	N
Equipment room A/C	Y	N
Internet Provider _____	Speed UP _____	DOWN _____
Latency to MX _____		
Packet Loss to MX _____		

Static IP _____

Router Make _____ Model _____ Bridge Mode Y N

Default Gateway _____

Sub Net _____

DHCP Scope _____

DNS 1 _____ DNS 2 _____

VPN Y N

Server Version _____ Y N

Virtual Server _____ Y N

Domain Y N

Off Site Backup Solution Y N

Switch Make _____ Model _____ Speed _____

Switch Make _____ Model _____ Speed _____

Switch Make _____ Model _____ Speed _____

Switch Make _____ Model _____ Speed _____

Switch Make _____ Model _____ Speed _____

Switch Make _____ Model _____ Speed _____

VLAN Y N

WAP SSID _____ 2.4GHz or 5GHz

WAP SSID _____ Guest Network

WAP Make _____ Model _____

Where are the failure points?

Printers DHCP or Static?

MOD Continued: next page

Other ideas:

- Recommend each to get one copy of Captivated (\$30.00 per month) for demo purposes. It is sure to win business.
- Spectrio should be a solid opportunity for gaining new business.
- Can we do MOD two times per year?
 - Perhaps a zoom MOD in November.

With no further topics and everyone with sore butts, the meeting adjourned at 4:05 PM