Meet AnswerWare

AnswerWare solves and evolves technology for DC metro based SMBs, nonprofits and NGOs, bringing calm today and growth tomorrow.

Founded by Gregg Smith in 1989, we dedicate our days – and often our nights – to keeping the technical side of your day a constant source of productivity, opportunity and unexpected joy.

Our years in business reflect a range of clients diverse in industry, size and structure. We've worked with media empires, law firms, trade groups, educators, advocacy groups and foundations. We've worked with sprawling organizations with remote users in far-flung locales to family companies with a team of three.

We keep operations humming and networks singing. We keep your cloud intact. We harness massive technical systems that boggle the mind.

Despite the differences in our clients and their unique challenges, the AnswerWare approach to the design, implementation and maintenance of technical systems stays consistent.

We combine meticulous analysis, fiscal responsibility and a wild enthusiasm for quality, precision and creativity. We want our clients to work better, easier and smarter; removing frustration and providing time for what drives your passion and your success.

We're relentless. We want to be your tech partner.

The AnswerWare Manifesto:

- **Missions are Mutual**
  Our most valued tenet. We spend considerable time learning about our clients and absorbing their culture, so we can shape the best solution for the job at hand.

- **Be Graceful, Be Relentless**
  We design, pinpoint and illuminate elegant solutions to technical challenges. Our commitment to maximizing the value and ease of your technology will not falter.

- **Partnership is Paramount**
  Technology requires seamless integration. Our client relationships must reflect a similar spirit – information fluidity, access to senior management and teamwork.

- **We Own It**
  AnswerWare is committed to resolving our client's technical problems no matter the source; AnswerWare manages the solution.

- **Enable the User**
  Technology is a critical investment, but it isn't worth a cent if it fails to meet users' needs. AnswerWare shapes the technology environment to maximize user benefit.

- **Don't Just Resolve, Prevent**
  With regular presence at client workplaces, AnswerWare heads off most problems that plague traditional networks.

- **Be Different**
  With an affectionate nod to Steve Jobs, AnswerWare steers clear of the typical tech services mindset. We embrace the quirky differences that keep us kind, genuine and passionate about service.

AnswerWare Way

AnswerWare works – Although each of our clients have different cultures, budgets and business goals that affect their technology needs, user sophistication that varies dramatically, and infrastructures that encompass the full range of available products and technology, AnswerWare finds a fit.

Following our manifesto and mixing large amounts of the services below to shape a solution unique to each of your challenges, AnswerWare will prove to be the technology partner needed.

Technical Management
AnswerWare technical managers will dictate and enforce policy and procedure, budget and timing of initiatives, selection and retention of staff; be involved in and integral to, high level decision making to impart significant technical value for your organization.

Onsite/Remote Support
AnswerWare will build and manage a focused helpdesk team and Network Operations Center (NOC) to provide day-to-day IT services, from helpdesk to technology management, for on premise and remote staff. This team will ensure productivity, security and function for all technology consumers.

Monitoring
The NOC and helpdesk will employ technologies that provide 24/7 monitoring of all critical devices and systems, alerting technical staff of impending failures, providing up to the minute status on the health and availably of all key technology in your environment.

Project Management
In our opinion, most technology is underutilized, poorly planned, ineffectively deployed and improperly built for the task at hand, exacerbating weak points within an organization. It's not surprising then, that after resolving all the baseline issues impacting an organization, AnswerWare is called upon to take over the guidance and project management of future technology initiatives. AnswerWare as an integral partner will work with your management to determine the optimal solution to projects and challenges based on budget, scope, timing and goals.

Training
Everyone, everywhere, everyday – new hardware, new software, new demands on every member of your staff. All the technology in the world will not help without understanding. AnswerWare training provides the insights and understanding critical for effective use of technology. Training customized to your site, staff and skill level; training developed for you and reusable by you. Training.

Vision Plan
Where next when everything works - the AnswerWare Way is to examine the technologies in place while at the same time assessing the fit of technology to organizational function. Simply addressing the problems posed by technology suggests an organization will gain maximum value from its investment when everything is "fixed." But that's never the case.

AnswerWare enjoys working with its clients to craft a Technology Vision Plan - assessing current technology fit by conducting a series of ongoing reviews to ensure current requirements are addressed by deployed technology. At the same time AnswerWare focuses on emerging technologies and workflow concepts to evolve the technology in place and keep pace with the changes occurring in the general market.

These ongoing assessments and analysis of external findings culminate in the creation of a Vision Plan which becomes an evolutionary roadmap of sorts guiding the investments and planning of the technology state in play.

Overwhelmed by Technology?

Evolution – In the last 25 years, technology has evolved from the esoteric to the essential, permeating our sense of self. From expensive and isolated to pervasive and unavoidable, technology now dictates our behavior rather than augmenting our abilities.

Promise – The adoption and integration of technology in the workplace has always been justified by the efficiencies to be gained, most recently the immediacy and access to virtually everyone and everything.

Overwhelm – Recent studies indicate though, that information overflow and the pervasiveness of technology is resulting in a loss of productivity and creativity while increasing stress and workplace dissatisfaction. The sense of overwhelm is becoming acute.

Value – The most valuable component in any organization regardless of assets, are the people that constitute the organization. Human vision, effort, ideas, creativity and involvement provide the unique value which defines the organization. Paradoxically it is now the wide-scale use of technology that presents the greatest threat to the value and well-being of most organizations.

Challenge – How to reclaim this most valuable asset? – the creative and productive power of the organizational workforce? How to shape the technologies that we have all become dependent on such that they live up to the promise while avoiding the overwhelm?

Solution – AnswerWare suggests technology works best when well adapted to the user and task at hand. That well implemented and managed technology can be used to limit the impact of, well, technology! The Tao suggests a balance in the universe and in finding that balance everything is possible, but in lacking balance, nothing is truly possible. Our goal is to help our clients find the balance that makes them comfortable and successful.

Consider

All organizations encounter unique technical challenges that demand flexible, cohesive and sensitive solutions.

AnswerWare employs an interdisciplinary technical team involved at every level to analyze all aspects of the technology challenges.

AnswerWare assigns a Site Manager and a team to each client; this team provides the bulk of support at the client site or required remote locations. Consistent communication between the AnswerWare team and your management ensures that projects are clear, information is fluid and goals are met.

AnswerWare Capabilities

Modern organizations are inextricably rooted in technology; having a partner to fix the bugs, manage the moving parts and keep everyone from interns to Directors to customers neatly connected amid ever-changing environments, is essential. No matter the operating platform, hardware, organizational structure or tech comfort level, AnswerWare will deliver ingenious solutions and a safety net helping you stay focused on success.

Our signature onsite support brings helpdesk staff and specialists directly into contact with your management and staff, ensuring the best technology experience and a schedule you can count on, generating unified solutions with a single point of contact. This onsite expertise coupled with 24/7 troubleshooting, training and project management provide relentless technical solutions.

Capabilities

AnswerWare provides a full range of services including:

- Technology management
- Technology staffing
- Providing daily onsite and remote support
- 24/7 proactive monitoring, maintenance and emergency services
- vCTO expertise
- Project management and product development management
- Training, documentation and custom guides
- Software license and hardware warranty management
- Device management (inventory, health, performance, security and tracking)
- Procurement and budget guidance
- Website and CMS management, updates, maintenance and back ups
- Onsite and offsite server management and maintenance
- Backup and recovery planning, implementation, improvement and management
- Vendor management (Internet Service Providers, telephone, web hosting, VoIP providers)
- Cloud environment creation, management and maintenance
- MS Azure, Office 365; Amazon AWS; Google cloud
- Domain tracking and management
- Network infrastructure management and maintenance (wireless systems, routers, switches)

Certifications

The AnswerWare team holds current certifications in all technologies relevant in today's market; our team is deeply experienced with Apple, Microsoft and VMWare platforms and the infrastructure they depend on. We maintain partner affiliations with many leading technology companies including Amazon, Apple, Cisco, Google, Microsoft, Veeam, and VMWare.