

Responsive Technology Partners

Issue 21 | September 2020

Pineland Cogentes is now Responsive Technology Partners

What's New?

On July 1st, 2020, Roanoke, VA based, Professional Network Services, PNS, became the newest member of the Responsive Technology Partners family. PNS, was founded in Roanoke, Virginia by David Topping, Gary Klik, and Jeff Lunsford in 1994. PNS provides experience and service offerings in IT Managed Services, Infrastructure cabling, telephony, video surveillance and building access control systems. We are so excited to welcome David, Gary, Jeff and their entire team to our family!

September 2020

Our Mission: To provide world class customer service and technical support while making every client feel as if they are our only customer.

Our Vision: For each of our clients to be able to focus 100% of their energy on growing their business unencumbered by technical issues.

Our Core Values:

Integrity, Innovation, Excellence, Servant's Heart

Our name is changing, and our support is getting EVEN BETTER! While 2020 has been a challenging year in many ways, it has been a tremendous year of growth for our company. With our merger with Raleigh, NC based First Service Carolina in January, and the subsequent merger with Roanoke, VA based Professional Network Services in July, we have tremendously expanded our technical bench strength as well as our geographic coverage and service offerings. These mergers, along with the addition of Wilkesboro, NC based RiverStreet Communications as an equity partner, has led to the need to change our company name to something that is more representative of the company we have become.

So, we have changed our company name to **Responsive Technology Partners**. "We chose the word *Responsive* because we are 100% committed to be the most responsive technology company in the southeast, period. We chose the word *Partners* because we add the most value to your company when we serve as an integral part of your team who can help with anything related to technology, not just another vendor. This new brand reflects both who we are today and who we strive to be tomorrow. We are proud of the team we have built and all the capabilities that we can now bring to you to handle any technology needs you may have. The future is bright, and we are excited to have you as a partner as we move forward." – Tom Glover,

 Pineland | cogentes

First Service
The Computer Networking & Repair Specialists

**Better Together: A Growing MSP Serving
Customers Throughout the Southeast**



Get More Free Tips, Tools and Services At Our Website: www.responsivetechologypartners.com.

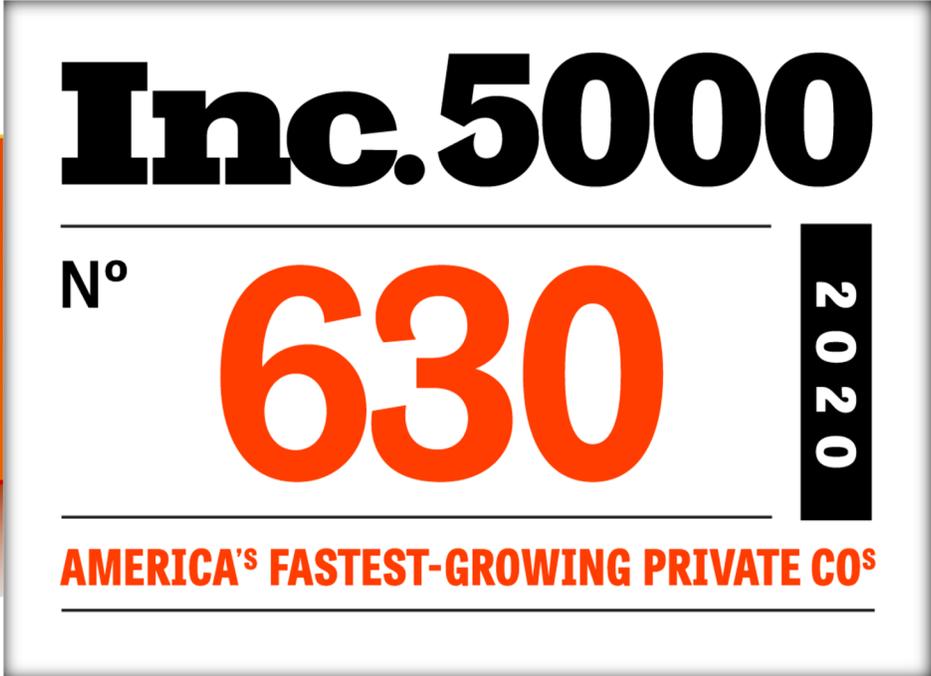
(478) 387-0157

Let's Celebrate!

Pineland Cogentes Ranks No. 630 on the 2020 Inc. 5000 With Three-Year Revenue Growth of 746 Percent

NEW YORK, August 12, 2020 – Inc. magazine today revealed that Pineland Cogentes is No. 630 on its annual Inc. 5000 list, the most prestigious ranking of the nation's fastest-growing private companies. The list represents a unique look at the most successful companies within the American economy's most dynamic segment—its independent small businesses. Intuit, Zappos, Under Armour, Microsoft, Patagonia, and many other well-known names gained their first national exposure as honorees on the Inc. 5000.

“Despite the epic challenges of COVID-19 and the disruptions to our families and general economic conditions, our Company has experienced substantial growth. Through our collective efforts, we have helped school systems deliver remote educational opportunities for its students, hospitals maintain unprecedented demand on their IT systems, and offices move their staff to a remote workforce model, to name a few engagements. Customers have seen our services as essential as they navigate through troubled waters. We are honored and humbled that we have achieved this distinct national ranking as number 630 of the fastest-growing 5,000 privately held companies in the United States for 2020. None of this would have been possible without outstanding employees and loyal customers. Our future is bright as we continue to focus on our mission of providing world-class customer service through industry-leading IT solutions that make every client feel that they are our only customer.” - Steven McComas, CPA, CGMA, and CEO.



Inc. 5000

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AMERICA'S FASTEST-GROWING PRIVATE CO'S

Employee Spotlight

Our employee spotlight is on Kris Wilkinson this month. Now living in Atlanta, Georgia, Kris grew up in Sandersville, GA later attending college at Oconee Fall-Line Technical College. While in college, Kris became an AAS Network Specialist and has now been working directly with customers in the IT technology world for over 3 years. When relaxing outside of work Kris loves to ride his motorcycle, go on hiking adventures, and play video games. Kris's kind and determined attitude enables him to deliver excellent customer service. He takes pride in getting a resolution and going the extra mile to always get the job done and solve the problem.



Kris Wilkinson

Not only have the companies on the 2020 Inc. 5000 been very competitive within their markets, but the list as a whole shows staggering growth compared with prior lists as well. The 2020 Inc. 5000 achieved an incredible three-year average growth of over 500 percent, and a median rate of 165 percent. The Inc. 5000's aggregate revenue was \$209 billion in 2019, accounting for over 1 million jobs over the past three years.

Complete results of the Inc. 5000, including company profiles and an interactive database that can be sorted by industry, region, and other criteria, can be found at www.inc.com/inc5000. The top 500 companies are also being featured in the September issue of Inc., available on newsstands August 12.

"The companies on this year's Inc. 5000 come from nearly every realm of business," says Inc. editor-in-chief Scott Omelianuk. "From health and software to media and hospitality, the 2020 list proves that no matter the sector, incredible growth is based on the foundations of tenacity and opportunism."

The annual Inc. 5000 event honoring the companies on the list will be held virtually from October 23 to 27, 2020. As always, speakers will include some of the greatest innovators and business leaders of our generation.

With five offices located throughout Georgia, North Carolina and Virginia, Pineland Cogentes provides unparalleled technology services and solutions to businesses throughout the southeastern United States. Through their managed technology and cyber-security services, Pineland Cogentes is able to provide customers with the peace of mind to know that their systems simply work and that their data is being protected by industry best of breed solutions against ever evolving threats.

Inc. 5000
 N° **18** **2020**
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■ The 'Not Me!' Problem ...

Remembering 24 different passwords, memorizing four PIN numbers and installing updates all the time is frustrating enough. Many of us also have to remember the code for the door, the alarm code for the alarm panel next to the door, the secret password to tell the alarm company, the passcode to your phone, the garage code ... You get the idea.

This logic is based on a time when threats were more "real," like the idea of someone robbing our house. In 2020, these types of threats are statistically less likely to happen than virtual threats like fraudulent credit card charges, data loss and identity theft. In fact, cyberattacks occur three times as often as home burglaries in the United States, according to a 2016 study by the University of Kentucky.

It's important to avoid the "Not me!" approach to this shift. Businesses say this all the

time: "I'm too small for anyone to want to steal my data. I have a good firewall, hourly backups and a great IT support partner – no one will steal my files."

But the truth is that businesses with under 100 employees are low-hanging fruit for cybercriminals – yes, that's a lot of you! It can happen to you, so you must approach all aspects of physical and electronic security with the attention they deserve in today's business world.

■ Do You Have The Right Business Insurance To Protect Your Company?

There are several types of business insurance on the market. Each one serves a different purpose, and getting the right insurance can save you the major headache that comes with not having insurance or having the wrong type of coverage. While we can't list them all here (there are too many!), here are a few examples:

Commercial property

insurance – This is one of the most important forms of insurance. It protects equipment in the business against damage or loss.

General liability insurance

– This is another important one. It helps cover injury and legal expenses should someone get hurt on your business's premises.

Cyber-insurance – This offers protection should you fall victim to malware, cyberattacks and other digital threats. Basically, if your business is connected to the Internet, you need extra protection.

Umbrella insurance – This is another layer of protection on top of existing insurance. Exact details vary by plan, but it can often protect you if you need to pay legal fees or costs related to building or equipment damage. *Small Business Trends, May 13, 2020*

