Meet AnswerWare

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

Founded by Gregg Smith in 1989 and based in Arlington, VA, 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.

We're relentless.

Our nearly 30 years in business reflects a range of clients diverse in industry, size and structure.

We work with global causes, associations and educators. We work with sprawling organizations with remote users in far-flung locales and family companies with teams of three. We work with corporations, law firms and media groups.

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

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

it's nice to meet you. We want to be your tech partner.

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 Assets

If it touches technology, it's ours to solve, to manage and to evolve to meet your needs, uncover opportunities and support your wildest dreams. No matter your operating platform, hardware, organizational structure or tech comfort level, AnswerWare will deliver ingenious solutions and a safety net when needed.

Our signature onsite support brings helpdesk staff and specialists directly into contact with you and your staff with a schedule you can count on. You'll get the best technology experience possible with unified solutions and 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
- Daily onsite and remote support
- 24/7 proactive monitoring, maintenance and emergency services
- vCTO expertise
- Project management and product development management
- Training 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 creation, management and maintenance
- Domain tracking and management
- Network infrastructure management and maintenance (wireless systems, routers, switches)

Certifications

The AnswerWare team holds current certifications in relevant technologies and is deeply experienced with Microsoft and Apple 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.

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, we employ our broad range of expertise in the following areas to shape a solution unique to your challenge.

Technical Management

AnswerWare technical managers dictate and enforce policy and procedure, budget and timing of initiatives, and selection and retention of staff. We are involved in and integral to high level decision making in order to impart significant technical value to your company or organization as a whole.

Onsite/Remote Support

AnswerWare builds and manages day-to-day IT services, from helpdesk to technology management, for on premise and remote staff and clients. This team ensures productivity, security and function for all technology consumers.

Monitoring

The helpdesk employs technologies that provide 24/7 monitoring of all critical devices and systems, alerting technical staff of impending failures, and providing up-to-the-minute status on the health and availability 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 of the baseline issues impacting an organization, AnswerWare is called upon to take over the guidance and project management of future technology initiatives.

We work with your management to determine the optimal solution to projects and challenges based on budget, scope, timing and goals.

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 crafting 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 in-place technology 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 your technology state of play.

Team Work

Our exceptional service rests on a deep understanding of our clients' day-to-day work life, challenges and opportunities. Knowing your business is critical. Staying in touch and in sync is essential. Therefore, when designing a technical solution for our clients, AnswerWare employs a team approach. Each client is assigned a Client Success Manager and a team of techs (Primary and Secondary) who provide the bulk of support at each work site. Consistent communication between the AnswerWare technical team and the client staff ensures projects are clear, information is fluid and goals are met.

Ready for AnswerWare?

Let's get to know each other better. Call us at 703.807.2401 or email info@answerware.com.

Testimonials

"AnswerWare is a true partner: providing thoughtful advice on long-term IT strategies, mindful of budget, and able to adapt to our culture. AnswerWare's team showcases a level of professionalism not often seen in their sector. I recommend them to every entity: nonprofit, for-profit, start-up, multi-nationals, small businesses. Their willingness to listen and be creative about solutions is their strong suit."

Heidi Gider
National Women's Health Network

"The work that AnswerWare has done for us over the years is amazing. They have built us several networks from scratch, managed our short and long-term growth and kept our office running. The AnswerWare staff has solved every problem that has come their way, often going above and beyond to get the job done."

Trish Hoppey
The Pivot Group

"AnswerWare has been a godsend for us! Our network was a mess of outdated equipment that was patched together and on the verge of a major collapse. AnswerWare patiently helped us untangle the mess, prioritize upgrades, and rebuild our network in an efficient and reliable way. AnswerWare provides timely, well-thought-out solutions that are technologically sound and shaped to our particular organizational needs."

Andrea Bakke
John Leland Center for Theological Studies

"AnswerWare's reliable, fast and professional support lets us focus on expanding our business rather than worrying about networks and clouds, servers and systems. AnswerWare's strategic advice has put the infrastructure in place for us to continue growing.-Thanks to AnswerWare, we can almost take IT for granted."

Nancy DeMarco
LNG Publishing Co.

"Hiring AnswerWare was one of the best business decisions I ever made."

Jim Hussey
CCAH

"AnswerWare recommends and creates systems, hardware and software that are tailored for us, rather than just using boilerplate upgrades. AnswerWare's office staff is amazingly responsive and the techs handle routine maintenance and emergencies equally well."

Krista M. Fogleman
Law Office of Krista M. Fogleman, PC

"AnswerWare modernized our datacenter by successfully implementing shared storage and large-scale virtualization. When we've needed their help, they've been there for us, and their senior network engineers see large upgrade projects through to ultimate success."

Matt Corbett
Institute for Justice