GENESIS Network Group LLC
Personalized IT Support

10 Things We Do Better

We Are FUN To Work With.

Anyone can fix a computer, but the experience of working with the person helping you is so important. The Genesis Team genuinely cares about every client.

We LIVE Answer Our Phones.

Our goal is to answer every call with a LIVE person. Forget being in voicemail menu hell. If getting someone to fix your computer is as painful as the computer problem itself, it is a never-ending cycle of frustration. If you happen to get our voicemail you can be sure to get a call back.

Security Is #1 With Us.

At Genesis we follow and enforce Security Best Practices for all our clients, as well as internally. Your Security is only as good as the weakest link in the chain. We educate our team and our clients on cyber security to keep networks safe. We are there for you!

No Disasters Waiting In The Winds.

We are fully insured and carry additional protection of Errors & Omissions for your protection. Proper documentation of your network is critical for fast resolution of problems and to get projects done right the first time. We evaluate first to see if there are any potential risks before we begin.

Fast Response To Requests Guaranteed.

Our technicians will respond in 60 minutes or less - Guaranteed. Some companies think if your problem does not seem that bad, they can wait a few days to call you back…. We get back to you fast so you know when your problem will be resolved. When you're dead in the water, we respond – FAST.

We Speak Your Language.

You will get the clear answers to your computer & network support questions you deserve. You will not be made to feel uncomfortable by our team of IT support experts. No geek-speak here!

Committed to Quality.

We understand you don't want to be sitting on your hands waiting for your network issues to be resolved. We offer prompt remote network IT support services. With our managed cyber security services, you can rest easy knowing we are there for you 24/7.

Absolute 100% Satisfaction Is Our Guarantee.

We will bend over backwards to make you happy. All our services and products come with an unprecedented 100% Money Back Guarantee.

We Help Solve Your Business Problems.

Our guarantee all projects will be on time and on budget. Know by hiring us for your IT consulting for your project or network services there will be no nickel and diming you. Sometimes this happens with unethical & incompetent technicians. We make no excuses. We guarantee the completion of your project ON BUDGET & ON TIME.

No Fly By Night Here.

We have been in business for over 25 years. Unlike others in our industry, we can prove and show you how we deliver Peace of Mind, Less Downtime, Faster Problem Resolution, Data Protection, Money Savings, Streamlined Communications, and Simplicity in IT management for you.