



Before you read

Each of these services runs every month for as long as you want it. Take one, or take a few. Monthly prices depend on what you pick, so I give you one number on our call. I never hold your passwords: where I need access, you add me as a user, or we do the step together on a screen-share.

Not sure which one you need? Book a free 15-minute call: tamingyourtech.com/call

Keep Your Online Profiles Fresh

Reviews Answered

Who it's for: Reviews come in and sit there with no response, and every unanswered one tells the next reader nobody is minding the shop.

Needs first: [Your Brand Voice](#).

What you get:

- An owner response in your voice on every review, good or bad, on your Google Business Profile, Yelp and Nextdoor
- Two online profiles included: your Google Business Profile plus one more
- Up to 10 reviews a month in total, across those online profiles
- A monthly list of recent customers to ask for a review
- Optional, once: responses to your older reviews, covering positive reviews since January 1 (up to 25) and every unanswered negative one

How often: as reviews come in.

What I need from you: manager access to your Google online profile, with review notifications coming to me. On Yelp and Nextdoor, a named user account for me, which is your cost.

Good to know:

- Positive reviews get a response within three business days.
- Anything negative comes to you first, every time. You get my draft within two business days, and the response posts within one business day of your approval.
- More than 10 reviews in a month are answered at \$125 an hour.
- Each online profile beyond the two included is \$50 a month.
- Not included: removing or hiding reviews.

Social Post Every Other Week

Who it's for: Someone looks you up, sees your last post was months ago, and wonders if you're still open.

Needs first: [Your Brand Voice](#).

What you get:

- A recent post on each of your online profiles, so anyone who looks you up can see you're open for business
- Posts from a content calendar we plan together, set when you approve it
- Up to four topic swaps a year

How often: every other week.

What I need from you: manager access to your online profiles, and photos of your work.

Good to know:

- Send me photos of your work, or I can supply images for an additional fee.
- Not included: responding to comments on your posts.

Keep In Touch With Prospects & Customers

Stay In Touch With Past Customers

Who it's for: Happy customers forget who did the work. Past customers hear from you before they need someone else.

Needs first: [Your Brand Voice](#).

What you get:

- An email to your past customers every month, so they think of you first. It can mention a special offer, share a tip, show a recent job, send a seasonal reminder or holiday greeting, or ask for a Google review
- Each email approved by you before it goes out
- A short monthly report of who opened, clicked and replied, so you know who to call
- Topics from a calendar we plan together each quarter, with up to four topic swaps a year

How often: monthly.

What I need from you: your customer list. Nothing for you to buy or log in to.

Good to know:

- Your list lives in my email platform, so there is nothing to buy or log in to, and it stays yours.
- Bounced and unsubscribed addresses come off the send list, and the report lists them so you can update your own records.
- If you used [Reach Out To Past Customers](#) first, we start from a fresh export of your list. Anyone who bounced or unsubscribed then stays off.
- Send me photos for an email, or I can supply images for an additional fee.

Show What You Know

Who it's for: You know your work, and your customers keep asking good questions. An article on your website each month, an answer to one of those questions or a tip from your work, shows the next person you know what you're doing.

Needs first: [Your Brand Voice](#).

What you get:

- An article on your website each month, written in your voice, such as an answer to a question your customers ask or a tip from your work
- Topics from a calendar we plan together each quarter, with up to four topic swaps a year
- Your blog styled to match your brand at the start

How often: monthly.

What I need from you: website access so I can publish.

Good to know:

- The article needs a blog on your website. If yours isn't switched on yet, that is one of the setup steps.
- Send me photos for an article, or I can supply images for an additional fee.

Get Tech Support When You Need It

Tech Help on Call

Who it's for: You have a tech question, or a setting to change, and no one to ask.

What you get:

- Someone to call with how-to questions or when you need tech advice
- Quick changes to the tools I already have access to: adding a user, changing a setting, getting two tools syncing again
- Up to 2 hours a month
- A remote-support tool set up at the start, so I can see your screen when you ask

How often: when you need it.

What I need from you: a list, made together at the start, of the tools you use and the access I have to each.

Good to know:

- URGENT requests get a same-day answer on business days.
- Unused hours don't roll over to the next month.
- I make changes only where I already have access.
- Anything new, like a page, form, automation or email sequence, is quoted as its own project. I tell you before I start, never after.
- Not included: hardware and network installs or repairs.

Automations Monitored & Repaired

Who it's for: Your follow-up runs on automations, and you'd only find out one broke when a customer slips through.

What you get:

- A watch on the automations that run your follow-up, with an alert on each one, fixed when they break
- Covers the automations I built for you and the ones you already have, which I take over once you can show me 30 days of them running
- A written note for each automation listing the tools, accounts, forms and fields it depends on, updated whenever a fix changes it

How often: always on.

What I need from you: access to Zapier and your CRM (the software where your customer info lives).

Good to know:

- **Your automations** are the steps that run on their own, like a review request going out after each job or appointment.
- I take over automations in Zapier, and follow-up sequences inside supported CRMs. Each takeover is priced per automation.
- **If your follow-up runs inside your CRM**, it stays there. I watch it from my own user seat, which you pay for, or I rebuild the sequence once on my own automation account for a one-time fee. Either cost is quoted before you sign.
- **One thing I ask:** tell me in writing at least five business days before you change anything an automation depends on.
- Anything an automation missed while it was down is not recovered automatically; recovering it, where it can be done, is \$125 an hour.

Getting started

- **Setup, charged once.** Some services need a setup step first, such as connecting to your Google online profile or switching on your blog.
- You pay for each step once. If a later service needs the same step, and the access it set up is still in place, it is already done and you don't pay again.
- Your first invoice covers only the setup steps your services need, and it never comes to more than one month of those services.
- **Three or more, \$100 a month off.** Run three or more monthly services together and \$100 a month comes off your monthly total, for as long as three or more are running.
- **Free email signature.** Monthly clients get [Business Email Signature](#), built from their brand colors, at no charge.
- Anything I write for you starts from [Your Brand Voice](#), a one-time service on the [Quick Fixes page](#), so it comes first.

A note on Reviews Answered and Social Post Every Other Week

For the first month or two, you approve every review response and every post before it goes up, so you can see it sounds like you. Once you're comfortable, I post on my own, with one standing rule: anything negative always comes to you first for your review.

Billing and stopping

- Month to month, billed at the start of each month.
- You can stop any service with 30 days' written notice; an email is fine.
- The month after the one you give notice in is the last month billed and delivered, then the service stops. Tell me on October 15 and November is your last month.
- Nothing is owed back for setup.

Want a one-time fix instead?

Every Quick Fix has one printed price, and most are done in about two weeks: tamingyourtech.com/services/quick-fixes