



Guide to choosing an IT Support provider for your business.

Most new clients that contacted us regularly mention that it is very difficult to choose between various IT support providers, we disagree. Using this guide, which we have put together, can help our potential client to identify the best IT Support provider for their business easily.

Print this checklist and ask the questions to the IT support provider.

If they pass a question, put a tick next to their box. At the end of the questionnaire add up all the ticks and see clearly who is the best IT support provider is for your business.

IT Support Checklist

Day to Day Support

Do they provide **frequent updates** to your IT problems so that you are always well informed of the situation?

When there is an emergency will engineer **come on on-site immediately** so that downtime is minimised and **business continuation is maintained**?

If we are unhappy, is there a **clear escalations procedure** until you are fully satisfied with the outcome?

Are there monthly on-site visits included within the support package so we **don't get hit with any extra costs**?

Will an engineer come on-site if there is a problem that can't be sorted out remotely or over the phone?

Are the offices based in London so we know they are **just round the corner** if anything goes wrong?

Can I bring my personal laptop/desktop into their offices if I have a problem with it?

Will they **resolve any problems** with third party applications?

Will they deal with manufacturers/suppliers to **sort out issues** if equipment goes wrong?

Is support and configuration of mobile devices included?

IT Support Checklist

Proactive Maintenance & Monitoring

Do they have a dedicated team of engineers who **proactively monitor** our systems from their helpdesk system so that they can catch/resolve issues before it become critical & causes us downtime?

Will we get an **immediate response** if our server or internet connection goes offline so we can be back up and running as quickly as possible?

Will they update our Server AV, Java, Adobe Reader and other applications **in the background** so we no longer get those annoying pop-ups?

Will they provide **regular reports** so we know what proactive actions have been carried out?

Security & Privacy

Is the company partnering with well know companies so that **my sensitive information will be safe**?

Will they assess our systems and software against **security best practices** so we know we're not at risk?

Will they regularly scan/monitor our systems to ensure we are virus-free, **preventing data loss and protecting the productivity of staff**?

IT Support Checklist

IT Strategy & Planning

Will they produce a 3 year IT strategy so that **future IT costs are clear**?

Will they provide a technology review of our current IT infrastructure so I can see where **improvements can be made quickly**?

Will they provide me with an insight into the business impact of technology decisions, so that it's **easier to make a decision**?

Will I get to sit down and **strategically plan with an IT expert** at least quarterly?

Will I be able to **pick up the phone** when necessary, so I can get the right advice to protect and grow my business?

Will they procure on my behalf so I **don't have to worry** about ordering the wrong thing?

Quality Assurance

Do all of their engineers have a clear training path, showing that **the company care about development and retention of their staff**?

Have more than 50% employees been there for more than 3 years so we know we will **build up a rapport** with their engineers?

Can I check the status of all activity online so I **know what has been done**, and what the status of outstanding issues is?