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Computer Checklist

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**Choosing the Right
IT Support Company
for Your Business**

Use our handy checklist to give each IT provider a score out of 10 in each category. Total up the scores to help you choose the right company for your business.

IT Company Name: _____

1. Response Times:

When something goes wrong you'll want help fast. Ask what kind of response times are included in their standard client agreements. A good IT Support company will have a ticketing system to track every incident so they can measure against their response times.

2. Remote Monitoring & Maintenance:

Your IT Support company should be monitoring and maintaining your IT systems around the clock to ensure they are operating effectively and potential issues are spotted and resolved as quickly as possible before they impact your business.

3. Pro-Active Maintenance:

Managing a system is not just about making sure it is running smoothly in the present, but making sure it runs smoothly in the future too. Find out whether your IT Support company takes a more proactive approach to your IT systems. This will help you in the long-term as it means systems are maintained to try and prevent issues occurring, rather than waiting for a problem to appear before fixing it. Also ask them to provide a report on the reactive and proactive work they are doing.

4. Daily Backups and Cloud Services:

Using an IT Support company is a great way to ensure that your business data is protected and recoverable in the event of a disaster. Make sure your IT provider undertakes daily backups to an offsite location for safety.

5. Remote and Onsite Support:

If your employees are fighting with technology they can't get their jobs done, costing your business money. Make sure your IT provider is available to provide fast answers to your staff's technology questions and can log in remotely to their computers to resolve their issues quickly. Your IT provider should also be able to provide onsite assistance in cases where issues can't be resolved remotely.

6. Personalised Support:

Ask your IT Support company if they have the capability to ensure that designated staff members are assigned to deal with your issues and know your IT environment inside out. The last thing you want is to get someone who you haven't dealt with before and who doesn't understand your current IT setup causing a delay in resolving your issues whilst they get up to speed.

7. Security:

It is critical that your systems stay safe from viruses, malware and other attacks so find out how your IT Support Company plans to tackle security issues and if they implement Anti-Virus software on all your computer systems.

8. 3rd Party Vendors:

You don't want to get caught between a rock and hard place with multiple suppliers blaming each other when something goes wrong. Make sure that your IT provider acts as a single point of contact for all IT issues and deals with other technology vendors on your behalf.

9. Be Wary of Hidden Extras:

Some IT companies try to lead with a low support agreement price, then make additional charges at every available opportunity. Make sure you check what is and isn't included and find out what extras might cost. Get an agreement which ensures all additional charges are to be agreed before work goes ahead.

10. Open-Door Policy:

Chances are you are not an IT whiz. As a result, you probably have questions about what solutions work best for your business. Look for IT Support Providers that are approachable and will serve as consultants to help your business find the tools that work best for you.

Total Score