

Let's Connect

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CHOOSING AN IT PROVIDER

Most business leaders know they need well-designed, secure IT. However, it can be difficult to find the right IT provider that understands your business and aligns with your company's objectives.

QUESTIONS TO ASK A PROSPECTIVE MANAGED SERVICES PROVIDER

IT Security

- What are your typical standard offerings for security?
- Email/anti-spam? Anti-virus? Perimeter security? Web filtering? Email/file encryption?
- What is your BDR strategy? Are there onsite and offsite options?
- Are the backups image-based? How do you monitor backups?
- How do you manage and deploy patches?

Help Desk & Support

- How do I contact the Help Desk?
- What are your Help Desk hours?
- How do you handle after-hours support?
- Weekends and holidays?
- How am I notified of updates to outstanding tickets?
- Am I notified when a ticket is closed?
- Can our company obtain reports on how much our company is using the Help Desk, and metrics on ticket resolution?
- Are there any limits to who you will contact?

IT Strategy & Consulting

- What's your process for vetting emerging technologies and choosing new tools?
- If you adopt a new tool, how does that impact my solution and my overall cost?
- How often do you communicate with us regarding our overall IT strategy and how to execute it?
- How often do we meet to discuss our company's technology strategy and needs?
- How do you track and manage the lifecycle of our devices, inventory, licenses, subscriptions, etc.?
- How can we provide feedback about our overall satisfaction, and how often?

Proactive Services

- Do you monitor every client device?
- How do you execute?
- What do you monitor and how often?
- 24/7/365 and in real-time?
- If you support our network and endpoints remotely, what is the security?
- How often do you do upgrades, regularly scheduled maintenance, etc.?
- How do you ensure our systems and devices are running at an optimum level?
- If you get an alert signaling an issue – predictive or another critical problem – what is the response time?
- What is the process?
- How will I be notified?

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Need help exploring your managed services options? Want to make sure you're getting true managed services? We're here to help! Schedule a free IT consultation today, or inquire about our custom network assessment tool to evaluate your current IT setup

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