



IT SERVICES PROVIDER COMPARISON CHART

23 Questions You MUST Ask Before Hiring An IT Support Company	Them	 I.T. GURU
◦ Do they answer their phones live?		
◦ Do they have a written, guaranteed response time to support tickets you submit?		
◦ Do they provide weekend and after-hours support, or is that extra?		
◦ Do they take the time to explain things in plain English? No “geek speak”?		
◦ Do their technicians arrive on time and dressed professionally?		
◦ Do they provide detailed invoices explaining what you are paying for?		
◦ Do they have adequate errors and omissions, business liability and workers’ comp insurance to protect YOU?		
◦ Do they guarantee to complete projects on time and on budget IN WRITING?		
◦ Do they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?		
◦ Do they provide a periodic report on backups, patches and updates so you know for sure that your systems are secure and protected?		
◦ Do they provide you with full written network documentation?		
◦ Do they have other technicians on staff who are familiar with your network, or are they a “one-man band” or “primary tech” who can call out sick or go missing when you really need them?		
◦ Is their “all-inclusive” support plan TRULY all-inclusive? What’s NOT included?		
◦ Do they insist on monitoring on-site AND off-site backups?		
◦ Do they insist on doing periodic test restores of your backups?		
◦ Do they insist on backing up your network BEFORE a project or upgrade?		
◦ Will they provide a disaster recovery plan for getting your network restored fast in the event of a disaster as part of their service, or is that extra?		
◦ Is their help desk US-based or outsourced overseas?		
◦ Do their technicians maintain certifications and participate in ongoing training?		
◦ Do they provide cybersecurity training to your employees?		
◦ Do they provide a comprehensive cybersecurity protection plan?		
◦ Will they create and help you enforce an Acceptable Use Policy (AUP) for your staff?		
◦ Will they take ownership of dealing with your ISP, phone company and line-of-business applications, or are you on your own?		

