

# IT Services Provider Comparison Chart

<p><b>23 Questions You MUST Ask Before Hiring An IT Support Company</b></p>	<p><b>Company A</b></p> <hr/>	
<b>Do</b> they answer their phones live?		✓
<b>Do</b> they have a written, guaranteed response time to support tickets you submit?		✓
<b>Do</b> they provide weekend and after-hours support, or is that extra?		✓
<b>Do</b> they take the time to explain things in plain English? No “geek speak”?		✓
<b>Do</b> their technicians arrive on time and dressed professionally?		✓
<b>Do</b> they provide detailed invoices explaining what you are paying for?		✓
<b>Do</b> they have adequate errors and omissions, business liability and workers’ comp insurance to protect YOU?		✓
<b>Do</b> they <u>guarantee</u> to complete projects on time and on budget IN WRITING?		✓
<b>Do</b> they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?		✓
<b>Do</b> they provide a weekly report so you know for sure that your systems are secure and protected?		✓
<b>Do</b> they provide you with full written network documentation?		✓
<b>Do</b> they have other technicians on staff who are familiar with your network?		✓
<b>Is</b> their “all-inclusive” support plan TRULY all-inclusive, or is there small print?		✓
<b>Do</b> they insist on monitoring on-site AND off-site backups (cloud based)?		✓
<b>Do</b> they insist on doing periodic test restores of your backups to ensure they are working?		✓
<b>Do</b> they insist on backing up your network BEFORE performing any type of project or upgrade?		✓
<b>Will</b> 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?		✓
<b>Is</b> their help desk US-based or outsourced overseas?		<b>Local and US Based!</b>
<b>Do</b> their technicians maintain certifications and participate in ongoing training?		✓
<b>Do</b> they provide cybersecurity training to your employees?		✓
<b>Do</b> they provide a comprehensive cybersecurity protection plan?		✓
<b>When</b> something goes wrong, do they own the problem through to completion?		✓
<b>Your Choice?</b>		✓