The Buyer's Guide to selecting an IT Services Provider

| Goals & Objectives | People & Culture | Systems & Processes | Technology & Policies | Financial & Contractual |

If you're thinking of making the leap to a fully managed service, or are unhappy with your current provider and don't want to make the same mistake twice, this guide is for you.

IT infrastructure is the backbone of modern business; outages and downtime can be costly. Juggling everything from desktops and back-ups, to deciding which apps you should move to the cloud is a big job.

With technology changing at such a rapid pace, outsourcing to a single specialist IT provider is often the best option for mid-sized businesses looking to ensure that their systems are fast, secure and always accessible.

This guide gives you a checklist of things to consider when evaluating IT services providers so you can find the one that best meets your needs and budget.
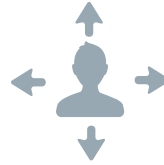
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Goals & Objectives:

Think before you act. Be clear about what you expect from your IT services provider.

Poor or inconsistent levels of service

In-house resources are already stretched too thin

Inadequate measurement and reporting

Want to focus IT resources on strategic projects, not just "keeping the lights on"

Too expensive, not getting value relative to the investment being made?

A lack of expertise in a particular area

People & Culture:

More than just technology. Are they trustworthy, easy to deal with and do they understand your business?

What is the supplier's culture like? Is there a fit in terms of the way you do business, the personalities and approach?

What is their relationship like with existing customers? Give them a call!

Do they have the people with the right skill set?

How long have they retained their clients? Are they similar to your business (industry, size, complexity)?

Do they provide someone to help guide you through the process from onboarding to ongoing management?

Are they where your business is? Where is the Service Desk located?

Systems & Processes:

Looking for a hassle-free experience? Find out what their systems and processes are.

Do they operate under a proactive, continuous improvement model?

How quickly will they respond to support requests?

How easy is it for your users to engage with the supplier for support (i.e. email, phone call, chat, web portal)?

What is their first call resolution rate?

How will they guide you when you need strategic advice? What process do they have to do this?

Will they implement a technology roadmap to ensure your technology remains aligned to your key business drivers?

Technology & Policies:

Get peace of mind. Are they prepared for the worst and using state-of-the-art technology?

Is the supplier certified in all the major technologies you use?

Do they utilise and integrate leading toolsets for operational efficiency and reporting?

Do they continue to invest in certification?

Check out their disaster recovery and continuity plans.

What are their security, confidentiality and backup policies and procedures?

Are they technology agnostic, not tied to vendors with exclusive agreements?

Financial & Contractual:

Avoid nasty surprises. Read the fine print and look for hidden costs.

What is the ongoing management cost and how will you be charged (monthly, fixed fee, by the hour)?

How much variable cost will you be exposed to?

Will you be protected by a Service Level Agreement (SLA)?

What is excluded from their SLA?

How financially stable is the supplier?

What does the onboarding process cost?

About Rock Solid Technology Solutions

If your business relies on computers, you owe it to yourself to have a partner you can trust. We're not your traditional IT firm. Sure, we're there for you when you have technology troubles but at RS Technology, we bring so much more to the table. From email protection to IT consulting, we're the team that helps you GROW your business, not just keep it ticking over.

1000 Business Center Circle
Suite 221
Thousand Oaks, CA 91320
Phone: 800-608-4693
Fax: 818—475—5267
www.rstechnology.net

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