


# IT Services Provider Comparison Chart

<b>Use This Checklist To Compare IT Services Providers Before You Make Your Decision</b>	<b>Company A</b> _____	<b>Company B</b> _____	<b>Company C</b> _____	
Do they answer their phones live?				<input checked="" type="checkbox"/>
Do they have a written, guaranteed response time for support tickets you submit?				<input checked="" type="checkbox"/>
Do they provide weekend and after-hours support?				<input checked="" type="checkbox"/>
Do they take the time to explain things in plain English - no "geek speak"?				<input checked="" type="checkbox"/>
Do their technicians arrive on time and dressed professionally?				<input checked="" type="checkbox"/>
Do they provide detailed invoices explaining what you are paying for?				<input checked="" type="checkbox"/>
Do they have adequate errors and omissions, business liability and workers' comp insurance to protect YOU?				<input checked="" type="checkbox"/>
Do they <u>guarantee</u> they will complete projects on time and on budget IN WRITING?				<input checked="" type="checkbox"/>
Do they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?				<input checked="" type="checkbox"/>
Do they provide a weekly report on backups, patches and updates so you know for sure that your systems are secure and protected?				<input checked="" type="checkbox"/>
Do they provide you with full written network documentation?				<input checked="" type="checkbox"/>
Do they have other technicians on staff who are familiar with your network, or are they a "one-man band" who could go sick or missing when you really need them?				<input checked="" type="checkbox"/>
Is their "all-inclusive" support plan TRULY all-inclusive? What's NOT included?				<input checked="" type="checkbox"/>
Do they insist on monitoring on-site AND off-site backups?				<input checked="" type="checkbox"/>
Do they insist on doing periodic test restores of your backups?				<input checked="" type="checkbox"/>
Do they insist on backing up your network BEFORE a project or upgrade?				<input checked="" type="checkbox"/>
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 an extra fee?				<input checked="" type="checkbox"/>
Is their help desk based in North America or outsourced overseas?				<input checked="" type="checkbox"/>
Do their technicians maintain certifications and participate in ongoing training?				<input checked="" type="checkbox"/>
Do they provide cybersecurity training for your employees?				<input checked="" type="checkbox"/>
Do they provide a comprehensive cybersecurity protection plan?				<input checked="" type="checkbox"/>
Will they provide and help you enforce an Acceptable Use Policy (AUP) for your staff?				<input checked="" type="checkbox"/>
Will they take ownership of dealing with your ISP, phone company and line-of-business applications, or are you on your own?				<input checked="" type="checkbox"/>
<b>Your Choice...</b>				<input checked="" type="checkbox"/>



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