

IT Support RI Service Provider Comparison Chart

21 Questions You MUST Ask Before Hiring Anyone to Support Your Network	Company A	Company B	Company C	
Do they answer the phone live?				✓
Do they have a written, guaranteed response time?				✓
Do they take the time to explain things in plain English? No “Geek Speak”?				✓
Do they offer (new) ways to improve your network performance?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they have adequate Errors & Omissions, Liability, and Workers Comp Insurance to protect YOU?				✓
Do they <u>guarantee</u> to complete projects on time and on budget?				✓
Do they insist on monitoring your network 24-7-365 to PREVENT problems from turning into downtime, viruses & other issues?				✓
Do they provide a monthly report so you know for sure that your systems are secure & protected?				✓
Do they provide you with full written network documentation?				✓
Do they have other technicians on staff who are familiar with your network?				✓
Is their “all-inclusive” support plan TRULY all-inclusive?				✓
Do they insist on monitoring onsite AND offsite backups?				✓
Do they insist on doing periodic test restores of your backups?				✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?				✓
Do they have a written plan for getting your network restored fast in the event of a disaster?				✓
Is their Help Desk US-based or outsourced overseas?				US Based
Do their technicians maintain certifications & participate in ongoing training?				✓
Do their technicians arrive on-time & dress properly?				✓
Are they familiar with your Line of Business applications?				✓
When something goes wrong, do they own the problem through to completion?				✓
Your Choice...				✓