


IT Services Provider Comparison Chart

Use This Checklist To Compare IT Services Providers Before You Make Your Decision	Company A	Company B	Company C	
Are the Experience and Specialize in working with your type of Business?				✓
Are they deeply familiar with (and support) the type of Software or Server Database you are using?				✓
Do they answer their phones live?				✓
Do they have a written, guaranteed 5-10 minute-or-less response time to support calls?				✓
Do they provide weekend and after-hours support, or is that extra? Do they do After 5pm support? Do they do Saturday and Sunday Support?				✓
Do they take the time to explain things in plain English? No "geek speak"?				✓
Do their technicians arrive on time and dressed properly? Are they <i>always</i> polite and professional?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they provide HIPAA / PCI Compliance Security to check and maintain your Business ?				✓
Do they <u>guarantee</u> 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 weekly 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" who could go sick or missing when you really need them?				✓
Is their "all-inclusive" support plan TRULY all-inclusive, or is there small print?				✓
Do they insist on monitoring onsite AND offsite backups (cloud-based)?				✓
Do they insist on doing periodic test restores of your backups to ensure they are working?				✓
Do they insist on backing up your network BEFORE performing any type of 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?				✓
Do they Optimized and Scan your Computers once a month?				✓
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?				✓
Do they take time to explain their suggestions in plain English or do they GEEK out on you?				✓
Will they create and help you enforce an Acceptable Use Policy (AUP) for your staff?				✓
When something goes wrong, do they own the problem through to completion?				✓
Your Choice...				✓