

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 their phones live or do you always have to leave a voice mail and wait for someone to call you back?				✓
Do they have a service satisfaction guarantee?				✓
Do they take the time to explain what they are doing and answer your questions in terms that you can understand (not geek-speak), or do they come across arrogant and make you feel stupid for asking simple questions?				✓
Do they consistently (and proactively) offer new ways to improve your network's performance, or do they wait until you have a problem to make recommendations?				✓
Do they provide detailed invoices that clearly explain what you are paying for?				✓
Do they guarantee to complete projects on time and on budget?				✓
Is their Help Desk really dedicated?				✓
Do they insist on remotely monitoring your network 24-7-356 to proactively PREVENT problems from turning into downtime, viruses, lost data and other issues?				✓
Do they work to proactively stabilize and improve your network, or wait for expensive issues to crop up and then go into "emergency mode?"				✓
Is it standard procedure for them to provide you with written, network documentation detailing what software licenses you own, critical passwords, user information, hardware inventory, etc., or are they the only person with the "keys to the kingdom?"				✓
Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?				✓
Do they have a support solution designed around your business needs, not theirs?				✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?				✓
Is their help-desk US based or outsourced to an overseas company or third party?				✓
Do their technicians maintain current vendor certifications and participate in on-going training – or are they learning on your dime?				✓
Do their technicians arrive on time and dress professionally?				✓
Are they familiar with (and can they support) your unique line of business applications?				✓
When something goes wrong with your Internet service, phone systems, printers or other IT services, do they own the problem or do they say "that's not our problem to fix?"				✓
Do they have experience with HIPAA and the FDIC?				✓
Do they have stringent hiring processes and standards?				✓
What other value do they add to their services?				✓