New Provider Questionnaire

Step two is to assess a new provider. Use our questions as a guide.

1 **DO YOU HAVE DIFFERENT LEVELS OF SUPPORT?**

Why is this important? You need a service plan that fits your business, whether that be co-managed to full service.

2 **WHAT DOES ONBOARDING ENTAIL?**

Why is this important? You should know what to expect during the onboarding process; your new provider should minimize any downtime.

3 **WHAT IS INCLUDED IN YOUR SERVICE PLANS?**

Why is this important? It's important to make sure the features you need are included in your service plan (especially any that have been lacking with your current provider).

4 **DO YOU HAVE SERVICE CONTRACTS AND IF SO, FOR HOW LONG?**

Why is this important? It's good to evaluate the commitment terms on the front end.

5 **WHAT ARE YOUR RESPONSE TIMES?**

Why is this important? You don't want to wait days or weeks for a response to a problem you're having, we recommend looking for at minimum same day response times.

6 **DO YOU ANSWER THE PHONES LIVE? WILL I BE ABLE TO REACH SOMEONE THAT CAN HELP?**

Why is this important? Similarly to above, it's important to look for a provider that answers the phone live. Especially for emergencies.

7 **WHAT DEVICES ARE SUPPORTED IN A CONTRACT WITH YOU?**

Why is this important? If you have proprietary hardware or a specific operating system that needs to be supported (Windows vs Linux) it's best to ask.

8 **WHAT IS NOT COVERED UNDER YOUR SERVICE PLANS?**

Why is this important? Cybersecurity, hardware support, software support, help desk, backups – these are just a few features to inquire about.

9 **DO YOU PROVIDE REMOTE AND ONSITE SUPPORT?**

Why is this important? For co-managed remote only is a good option but if you have no existing IT resource it's important to have the option of onsite repairs if needed.

10 **CAN YOU PROVIDE ME WITH REFERENCES?**

Why is this important? A reputable provider should have references you can view upon request, or that are available on their website.