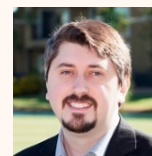


10 Signs It's Time to **BREAKUP** with Your IT Provider

- 1) They don't return your calls promptly – or at all.** A crisis is not the time to find out your current IT provider is going to leave you hanging, if they're not answering your calls for the little stuff then chances are, they won't be there for you if anything major happens either.
- 2) They're late or no shows to your appointments.** You're busy trying to run your business, you don't have the time to chase down your IT provider for an appointment THEY may have set.
- 3) They don't take the time to explain what they're doing or why they're doing it.** No one likes to guess at what is happening in their office, it's your business and you should know in layman's terms what steps are being taken by your IT provider to keep your technology up and running. Not in tech speak.
- 4) They don't follow up with you to see how things are going after performing an upgrade or an update.** Is your tech running smoothly? Or maybe you ran into a hiccup after they left, how should they know? A good IT provider will also care about what happens AFTER the job is done.
- 5) They make a lot of excuses when things go wrong but give you no solutions.** Sometimes things go wrong, but a good provider will have a plan for every contingency, not a bunch of excuses while you're left high and dry.
- 6) Your office becomes a disaster every time they show up to perform some work.** As the saying goes "A place for everything and everything in its place"; messy IT work is not just an eyesore it can even be a safety hazard. A good IT provider knows tidiness is a big part of the job.
- 7) They don't offer any suggestions or help you with vendors or necessary IT purchases.** Technology purchases can be expensive, your IT provider should be offering suggestions on what to purchase that will go the distance for you if you ask. They should also work with your vendors so you're not playing the middleman between them and your IT provider.
- 8) They're defensive, argumentative, or even plain hostile if you question them.** Like with number 3 this falls under communication, and many fly by night IT providers are terrible at it. You should feel completely comfortable with questioning your IT provider, and they should be eager to answer your questions and make you feel comfortable.
- 9) They say they just don't have the time or manpower to complete your requests in a timely manner.** What are you paying them for if they aren't there when you need it? A good IT provider will make you their priority, and make sure that you feel completely secure in that fact.
- 10) They show up for their payment but then you don't hear from them again.** Many unprofessional IT providers don't believe in preventative measures for their clients and will only be there for you when something goes wrong – perhaps not even then. Choose a provider that will initiate a plan with you to bring your business's cyber security and hardware integrity to the forefront and keep it there. A thriving business these days requires a comprehensive and robust technology plan.

Now that we've covered what not to look for, I think it's a good time to ask yourself if any of this seemed familiar. If it did, it's time to make a change. At Valley Techlogic your business will be our priority, and we would love to be given the opportunity to prove it to you. To "sweeten" the pot if you call to set an appointment with us in February, we'll bring gourmet cupcakes from our favorite local bakery to your office when we have our meeting for you and your staff to enjoy.

Make this year the year you prioritize your time and your business. Breakup with bad IT and start a brand-new relationship with Valley Techlogic.



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