



How Does Your Current IT Provider Stack Up?

Take this quiz to find out!

How can you tell if you are receiving poor or substandard service? How do you know if your IT company or computer guy is doing everything possible to secure your network and prevent expensive disasters? **If your technician does NOT score a “yes” on every point, you could be paying for substandard support and jeopardizing your data and network’s security!**

- ☐ Do they answer their phone LIVE and respond to emergencies promptly (within 60 minutes)?
- ☐ Do they help write your information security plan to be FTC and GLBA compliant?
- ☐ Do they upgrade your systems BEFORE tax season? Patching, around your schedule
- ☐ Are they easy to reach and highly responsive (same day) when you need them for non-emergencies?
- ☐ Do they proactively monitor, patch, and update your computer network’s critical security settings daily? Weekly? At all? How do you know for sure?
- ☐ Do they offer proof that they are backing up ALL your data, laptops, and devices?
- ☐ Do they proactively meet with you (at least once a quarter) to report what they’ve been doing, review projects, and offer new ways to improve your network’s performance instead of waiting until you have a problem to make recommendations?
- ☐ Do they provide detailed invoices that clearly explain what you are paying for?
- ☐ Do they explain what they are doing and answer your questions in terms that you can understand, NOT in “geek speak”?
- ☐ Have they proactively discussed cybersecurity with you, and made recommendations for better protecting your network from ransomware?
- ☐ Have they provided you complete network documentation, or do they hold the “keys to the kingdom” refusing to give you admin passwords?
- ☐ Do they offer any guarantees on their services?
- ☐ Do they arrive on time and dress professionally?
- ☐ Do you look forward to seeing and working with them, or do you cringe every time you have to make that call?