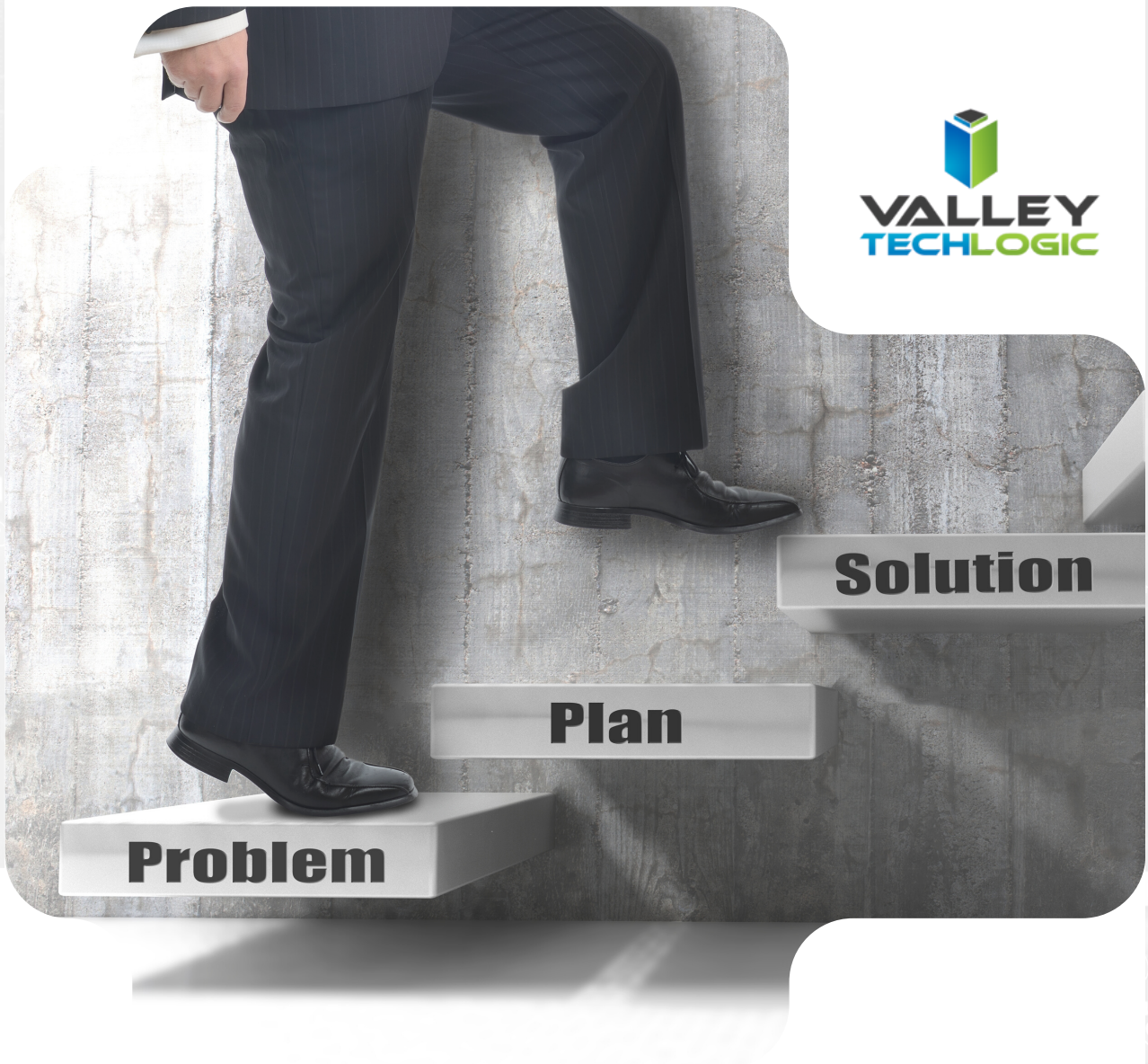


FREE RESOURCE KIT



CHANGING IT PROVIDERS?

IT'S AS EASY AS 1-2-3

PREPARED BY:
VALLEY TECHLOGIC

209-357-3121
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111 Business Park Way Atwater CA 95301



Dealbreakers

Step one: determine if your current provider is guilty of this list of deal-breakers

Service

These are service related deal-breakers:



THEY TAKE TOO LONG TO RESPOND TO REQUESTS

Same day response time is bare minimum in our minds for IT Service providers. We strive to maintain a maximum 30-minute response time.



YOU REGULARLY HAVE IT PROBLEMS THAT PREVENT YOU FROM WORKING

Downtime is lost money and productivity. If your IT provider is slow to assist or is even the cause of your downtime, that's a red flag.



INCONSISTENT AND IRREGULAR BILLING

Having to regularly dispute or question charges from your IT provider is a hassle, and if they're not forthcoming about what they're billing you for, that's another red flag.

Technology

These are technology related deal-breakers:



DATA LOSS AND INSECURITY

Accessing your data is a key factor in being able to run your business. If your current IT provider has lost your data or you question whether it's secure, that's a big problem.



TECHNICIANS THAT DON'T KNOW WHAT THEY'RE DOING

You pay your IT service provider for their expertise. If their technicians **regularly** can't fix the problem because they aren't sure how then you're not getting what you pay for.



LACKING IN CYBERSECURITY AWARENESS AND FEATURES

Cybersecurity is one of the main components of most IT service plans. If you haven't been told or aren't sure what they're providing for this, that's another serious red flag.

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.

Discontinuation of Services Letter

The third step is to start moving on from your current provider, we can help you brand this letter.



Your Company Name

Discontinuation of Services

Date

Your Name

Your Title

Your Company Name

123 Anywhere St., Any City, ST 12345

123-456-7890

To IT Service Provider:

We regret to inform you that we will be discontinuing our services with **IT Service Provider** effective on **[Date]**.

Our company no longer requires your services as we have decided to contract with the company Valley Techlogic, Inc. for IT services going forward. We anticipate there will be a smooth and professional hand off facilitated by Valley Techlogic, Inc. and **IT Service Provider Name**.

I would like to express gratitude on behalf of **Name of Company** for the prompt and satisfactory service you have given over the past x years and we wish you all the best.

If you have any questions please don't hesitate to reach out to **Your Point of Contact** at **123-456-7890** or to Valley Techlogic, Inc at 209-357-3121.

Best wishes,

Your Signature

Your Name



123-456-7890



123 Anywhere St., Any City, ST 12345



yourname@youremail.com



LOOKING TO IT SERVICES BUT DON'T KNOW WHERE TO START? FOR CENTRAL VALLEY BUSINESS OWNERS THE CHOICES IS CLEAR

Valley Techlogic has been servicing Central California business owners since 2004. We pride ourselves on having a high service level standard and we have many clients who switched to us after experience difficulty with their existing provider.

THIS KIT IS A FREE RESOURCE FOR YOU, BUT IF YOU ARE IN THE MARKET FOR IT SERVICES WE CAN HELP

We have experience working with incumbent IT providers, many new clients fear the process will be a hassle or their existing IT will serve as a roadblock but in almost 20 years in the business we've never found this to be the case. Even if they're no longer a good fit for your business, they're still professionals.



FOR A LIMITED TIME, WE'RE OFFERING NO SETUP FEES FOR ANYONE WHO RECEIVED THIS KIT

Service overlap is a concern for many of our oncoming customers, that's why for anyone who has requested this kit we're waiving our service fee when you sign up for a Valley Techlogic service plan. We will work directly with your existing IT to make the change seamless and hassle free for your business.



The background of the slide is a blurred photograph of two business professionals shaking hands. A woman in a grey blazer is on the right, and a man in a striped tie is on the left. In the foreground, a wooden desk holds a tablet and some papers.

Visit our website for
more information about
switching IT providers

[VALLEYTECHLOGIC.COM/ONBOARDING](https://valleytechlogic.com/onboarding)