

Choosing an IT provider

We know how important a solid IT foundation is to every organization. Unfortunately, we have seen some poor practices.

Choosing the right company to provide IT services can be difficult. We often hear of companies that have tried a number of providers, have become frustrated with poor service, and have lost time, money, and productivity.

We have put together this quick guide to help you assess proposals from IT service companies, and to help you choose the right provider for your organization.

Experience:

- 1 How long has the company been a registered business?

- 2 What is their history in the business community? Some resources to check are the Better Business Bureau and IT associations. Ask to see references.

- 3 How many successful solutions have they implemented? What is their rate of success?

- 4 What is their customer retention rate?

- 5 Does the company hold manufacturer certifications and at what level. For example, are they Microsoft Gold Partners and do their staff hold industry-recognized certifications?

- 6 What are the experience and qualifications of the people who will do the requirements gathering, design, implementation, and ongoing support?



Quality:

- 1 Are they proposing materials from quality manufacturers?

- 2 Have they taken the time to understand your business needs? Is the proposed solution clearly linked to your requirements?

- 3 When and how will you see an acceptable return on investment?

- 4 What ongoing support is available after implementation? What is the quoted rate, the availability and the guaranteed response time?

- 5 Will you have dedicated, consistent, and ongoing support? Or will you see a different person each time you need help?

- 6 If they offer help desk support, what is being offered? What are the qualifications of the help desk personnel?

Price:

- 1 Do they follow a project management framework to ensure projects meet requirements and are completed on time, on budget?

- 2 Do they have errors and omissions insurance, so that you have recourse if things go wrong?



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If you have questions, **talk to us today.**

