How Does Your Current IT Service Provider Or Computer Guy 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 computer guy is doing everything possible to secure your network from downtime, viruses, data loss or other frustrating and expensive disasters? Could your current technician actually be jeopardizing your network?

If your technician does not score a "yes" on every point, you could be paying for substandard support.

☐ Do they answer their phone LIVE and respond to emergencies promptly?

☐ Are they easy to reach and highly responsive 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 proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?

☐ Do they proactively offer new ways to improve your network's performance, or do they wait 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?

☐ Do they complete projects on time?

☐ Do they follow up on your requests quickly?

☐ Do they offer any guarantees on their services?

☐ Do they arrive on time and dress professionally?

☐ Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?

☐ Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

☐ Do their technicians maintain current vendor certifications and participate in on-going training?

☐ Do you feel as though they are learning on your time?

☐ Do they seem constantly rushed?

☐ Do they take calls from other clients while working on your network (and on your dime)?

☐ Do they listen to you?

☐ Are they adamant about backing up your network and having a disaster recovery plan in place?

☐ Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?

☐ Do you have to manage their progress on projects, or do they provide frequent updates, status reports and follow-up calls and e-mails?

☐ Do their projects always end up costing more and taking longer than you expected?

☐ Do they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide open playing field with "time and materials"?