


Service Provider Comparison Chart

15 Questions You MUST Ask Before Hiring Anyone to Support Your Network	Company A <hr/>	Company B <hr/>	Company C <hr/>	
Do they take the time to explain things in plain English without “Geek Speak”?				✓
Do they offer (new) ways to improve your network and IT performance?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they have adequate Errors & Omissions, Liability, and Workers Comp. Insurance to protect YOU?				✓
Do they insist on monitoring your network 24/7/365 to PREVENT problems resulting in downtime, viruses & other issues?				✓
Do they provide a monthly report so you know for sure that your systems are secure, protected and updated?				✓
Do they have other technicians on staff who are familiar with your business IT needs and structure?				✓
Do they insist on monitoring and testing onsite & offsite backups?				✓
Do they have a written plan for getting your network restored fast in the event of a disaster?				✓
Is their Help Desk US-based or outsourced overseas?				US Based, Headquarters in RI
Do their technicians maintain certifications & participate in ongoing training (such as HIPAA)?				✓
Do their technicians arrive on-time & dress properly for conducting business?				✓
Are they familiar with Line of Business applications that your business uses?				✓
When something goes wrong, do they own the problem through to completion?				✓
Do they have an online ticketing system to easily respond to your needs?				✓
Your Choice...				✓