



Service Provider Comparison Chart

Questions You MUST Ask Before Hiring Anyone to Support Your Network

	Company A _____	Company B _____	
Do they answer the phone live?			✓
Do they take the time to explain things in plain English? No "Geek Speak"?			✓
Do they offer (new) ways to improve your network performance?			✓
Do they provide detailed invoices explaining what you are paying for?			✓
Do they have adequate Errors & Omissions, Liability and Workers Comp Insurance?			✓
Do they guarantee to complete projects on time and on budget?			✓
Do they insist on monitoring your network 24-7-365 to PREVENT problems from turning into downtime, viruses & other issues?			✓
Do they provide you with full written network documentation?			✓
Do they have other technicians on staff who are familiar with your network?			✓
Is their "all-inclusive" support plan truly all-inclusive?			✓
Do they insist on monitoring onsite AND offsite backups?			✓
Do they insist on doing periodic test restores of your backups?			✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?			✓
Is their Help Desk US-based (not outsourced overseas)?			✓
Do their technicians maintain certifications & participate in ongoing training?			✓
Do their technicians arrive on-time & dress properly?			✓
Are they familiar with your Line-Of-Business applications?			✓ ✓
Your Vote...			✓ ✓