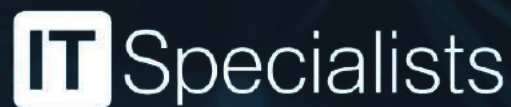


ESSENTIAL QUALITIES

TO LOOK FOR IN

MSP PROVIDERS



A CHECKLIST TO COMPARE CURRENT IT PROVIDERS AND ONES YOU
ARE INTERVIEWING, IN ORDER TO SELECT THE BEST PROVIDER FOR
YOUR BUSINESS

6625 DELMONICO DRIVE
COLORADO SPRINGS, CO 80919

IT PROVIDER COMPARISON CHECKLIST

USE THIS CHECKLIST TO IDENTIFY WHAT ITEMS ARE IMPORTANT FOR YOUR BUSINESS AND COMPARE IT PROVIDERS

- 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 instead of waiting 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 have a clean, professional office?
 - Do they have a clean, professional website?
 - Do they have a clean, professional social media presence?
 - Do they have a clean, professional email signature?
 - Do they have a clean, professional phone system?
 - Do they have a clean, professional voicemail system?
 - Do they have a clean, professional fax system?
 - Do they have a clean, professional printer system?
 - Do they have a clean, professional scanner system?
 - Do they have a clean, professional copier system?
 - Do they have a clean, professional shredder system?
 - Do they have a clean, professional server system?
 - Do they have a clean, professional storage system?
 - Do they have a clean, professional backup system?
 - Do they have a clean, professional disaster recovery system?
 - Do they have a clean, professional security system?
 - Do they have a clean, professional network system?
 - Do they have a clean, professional hardware system?
 - Do they have a clean, professional software system?
 - Do they have a clean, professional support system?
 - Do they have a clean, professional training system?
 - Do they have a clean, professional consulting system?
 - Do they have a clean, professional integration system?
 - Do they have a clean, professional migration system?
 - Do they have a clean, professional upgrade system?
 - Do they have a clean, professional replacement system?
 - Do they have a clean, professional repair system?
 - Do they have a clean, professional maintenance system?
 - Do they have a clean, professional monitoring system?
 - Do they have a clean, professional reporting system?
 - Do they have a clean, professional auditing system?
 - Do they have a clean, professional compliance system?
 - Do they have a clean, professional governance system?
 - Do they have a clean, professional risk management system?
 - Do they have a clean, professional business continuity system?
 - Do they have a clean, professional crisis management system?
 - Do they have a clean, professional incident response system?
 - Do they have a clean, professional forensic system?
 - Do they have a clean, professional legal system?
 - Do they have a clean, professional insurance system?
 - Do they have a clean, professional accounting system?
 - Do they have a clean, professional tax system?
 - Do they have a clean, professional HR system?
 - Do they have a clean, professional legal system?
 - Do they have a clean, professional insurance system?
 - Do they have a clean, professional accounting system?
 - Do they have a clean, professional tax system?
 - Do they have a clean, professional HR system?

IT PROVIDER COMPARISON CHECKLIST

USE THIS CHECKLIST TO IDENTIFY WHAT ITEMS ARE IMPORTANT FOR YOUR BUSINESS AND COMPARE IT PROVIDERS

- 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 you feel confident that they are not learning on your time?
- Do they take the time necessary to get the job done rather than seeming constantly rushed?
- Do they focus on your needs rather than taking 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 they provide frequent updates, status reports and follow-up calls and e-mails so you don't have to manage their progress on projects yourself?