



COMPUTER NETWORK SUPPORT CHECKLIST

How can you tell if you are receiving poor or substandard service?

How do you know if your IT company or professional is doing everything possible to secure your network from downtime, cyber-criminals data loss, or other frustrating and expensive disasters?

Could your current computer professional or IT company actually be jeopardizing your network?

RESPONSE TIME



Do they respond to emergencies in 30 minutes or less?



Are they easy to reach when you need them for non-emergencies?



Do they offer ongoing maintenance to keep your systems running smooth?

MAINTENANCE



Do they proactively offer new ways to improve your network's performance?



Do they provide detailed invoices that clearly explain what you are paying for?



Do they complete projects on time and on budget?

COMMUNICATION



Do they follow up on your support requests quickly?



Do they offer a guarantee on their services?



Do they provide frequent updates, so you don't have to manage their progress on projects?

BUSINESS GROWTH



Do they offer to meet with you regularly to review your business plans?



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



Do their technicians maintain current vendor certifications and participate in ongoing training?