



Free Guide to Choosing an IT Support Provider

New clients regularly tell us how difficult it can be to find a good IT Support company – so we've put together a list of all the questions you should be asking to identify the best IT support providers.

Please use this free checklist to help you choose your IT Support Provider.

Print this checklist off and ask the questions to IT Support Providers.

If they pass a question, put a tick in the box. At the end, you can add up all of the ticks and work out who the best IT support provider is!

IT Support Checklist



Day to Day Helpdesk Support

	Netstar	Provider 1	Provider 2
Do they provide continuous updates to our IT issues so we are always in the loop?	✓	<input type="checkbox"/>	<input type="checkbox"/>
When there is an emergency will someone start working on the issue immediately so that downtime is minimised and productivity can be maintained ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
If we are unhappy, is there a clear escalations procedure all the way to the Managing Director so that our problem can be sorted out?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are on site visits included within the support package so we don't get hit with any hidden costs ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will someone come onsite if there is a problem that can't be sorted out remotely?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Is their main helpdesk based in London so we know they are just round the corner if anything goes wrong?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Can I bring my laptop into their offices if I have a problem with it?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they resolve any problems with third party applications?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they deal with manufacturers/suppliers to sort out issues if equipment goes wrong?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Is support and configuration of mobile devices included?	✓	<input type="checkbox"/>	<input type="checkbox"/>

Proactive Maintenance & Monitoring

Do they have a dedicated team who will proactively monitor my systems to catch problems before they cause an issue for my business?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will we get an immediate response if our server or internet connection goes offline so we can be back up and running as quickly as possible?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they update java, adobe reader and other applications in the background so we no longer get those annoying pop-ups?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide regular reports so we know what proactive actions have been carried out?	✓	<input type="checkbox"/>	<input type="checkbox"/>

Security & Privacy

	Netstar	Provider 1	Provider 2
Is the company ISO 27001 certified, so I know that my sensitive information will be safe ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they assess our systems and software against security best practices so we know we're not at risk?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they regularly scan our systems to ensure we are virus-free, preventing data loss and protecting the productivity of staff ?	✓	<input type="checkbox"/>	<input type="checkbox"/>

Strategy & Planning

Will they produce a 3 year IT strategy so that future IT costs are clear ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide a technology review of our current IT infrastructure so I can see where improvements can be made quickly ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide me with an insight into the business impact of technology decisions, so that it's easier to make a decision ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will I get to sit down and strategically plan with an IT expert at least quarterly?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will I be able to pick up the phone when necessary, so I can get the right advice to protect and grow my business?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they procure on my behalf so I don't have to worry about ordering the wrong thing?	✓	<input type="checkbox"/>	<input type="checkbox"/>

Quality Assurance & Company Vibe

Do all of their engineers have a clear training path, showing that the company care about development and retention of their staff ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Have more than 50% employees been there for more than 3 years so we know we will build up a rapport with their engineers?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are they ISO 9001 certified so I know I can expect high quality of service ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Can I check the status of all activity online so I know what has been done , and what the status of outstanding issues is?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Can we cancel the contract at short notice if we're not happy? (less than 60 days)	✓	<input type="checkbox"/>	<input type="checkbox"/>