



# IT Services Provider Comparison Checklist

| Use This Checklist To Compare IT Services Providers Before You Make Your Decision  | Company A<br>_____ | Company B<br>_____ | Company C<br>_____ | Integris.<br> |
|--|--------------------|--------------------|--------------------|--|
| Do they answer their phones live?  |                    |                    |                    |               |
| Do they have a written, guaranteed response time to support tickets you submit?  |                    |                    |                    |               |
| Do they provide weekend and after-hours emergency support, or is that extra?   |                    |                    |                    |               |
| Do they take the time to explain things in plain English? No “geek speak”?   |                    |                    |                    |               |
| Do their technicians arrive on time?   |                    |                    |                    |               |
| Do they provide detailed invoices explaining what you are paying for?  |                    |                    |                    |               |
| Do they have adequate errors and omissions, business liability and workers’ comp insurance to protect YOU?   |                    |                    |                    |               |
| Do they <u>guarantee</u> to complete projects on time and on budget IN WRITING?  |                    |                    |                    |               |
| Do they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime?   |                    |                    |                    |               |
| Do they provide backups, patches and updates so you know for sure that your systems are secure and protected?  |                    |                    |                    |               |
| Do they provide you with full written network documentation?   |                    |                    |                    |               |
| Do they have other technicians on staff who are familiar with your network, or are they a “one-man band” who could go sick or missing when you really need them? |                    |                    |                    |               |
| Is their “all-inclusive” support plan TRULY all-inclusive? What’s NOT included?  |                    |                    |                    |              |
| Do they insist on monitoring on-site AND off-site backups?   |                    |                    |                    |             |
| Do they insist on doing periodic test restores of your backups?  |                    |                    |                    |             |
| Do they insist on backing up your network BEFORE a project or upgrade?   |                    |                    |                    |             |
| Will they provide a disaster recovery plan for getting your network restored fast in the event of a disaster as part of their service, or is that extra?         |                    |                    |                    |             |
| Is their help desk US-based or outsourced overseas?  |                    |                    |                    | US-Based   |
| Do their technicians maintain certifications and participate in ongoing training?  |                    |                    |                    |             |
| Do they provide cybersecurity training to your employees?  |                    |                    |                    |             |
| Do they provide a comprehensive cybersecurity protection plan?   |                    |                    |                    |             |
| Will they create and help you enforce an Acceptable Use Policy (AUP) for your staff?   |                    |                    |                    |             |
| Will they take ownership of dealing with your ISP, phone company and line-of-business applications, or are you on your own?                                      |                    |                    |                    |             |
| HIPAA Seal of Compliance by Compliancy Group   |                    |                    |                    |             |
| <b>Your Choice...</b>  |                    |                    |                    |             |