Free Guide to Choosing an IT Support Provider

New clients regularly tell us how difficult it can be to find a great IT support partner – so we've put together a list of questions you should be asking to identify the best IT support provider for your organisation.

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

Print this checklist and ask the questions of your potential IT support providers.

If they satisfy a question, put a tick in the box. At the end, add up all the ticks to determine who gets the highest rating.

IT Support Checklist

Day to Day Helpdesk Support

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

Proactive Maintenance & Monitoring

	Ratcliff IT	Provider 1	Provider 2
Do they have a dedicated team who will **proactively monitor** my systems to catch problems before they cause an issue for my business?	✔	❏	❏
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?	✔	❏	❏
Will they update Adobe Reader and other applications **in the background,** so we no longer get those annoying pop-ups?	✔	❏	❏
Will they provide **regular reports,** so we know what proactive actions have been carried out?	✔	❏	❏

Security & Privacy

	Ratcliff IT	Provider 1	Provider 2
Is the company Cyber Essentials PLUS certified, so I know that **my sensitive information will be safe**?	✔	❑	❑
Will they assess our systems and software against **security best practices,** so we know we're not at risk?	✔	❑	❑
Will they regularly scan our systems to ensure we are malware-free, **preventing data loss and protecting the productivity of staff?**	✔	❑	❑

Strategy & Planning

	Ratcliff IT	Provider 1	Provider 2
Will they produce a 3-year IT strategy so that **future IT costs are clear?**	✔	❑	❑
Will they provide a technology review of our current IT infrastructure so I can see where **improvements can be made quickly?**	✔	❑	❑
Will they provide me with an insight into the business impact of technology decisions, so that it's **easier to make a decision?**	✔	❑	❑
Will I get to sit down and **strategically plan with an IT expert** at least quarterly?	✔	❑	❑
Will I be able to **pick up the phone** when necessary, so I can get the right advice to protect and grow my business?	✔	❑	❑
Will they procure on my behalf, so I **don't have to worry** about ordering the wrong thing?	✔	❑	❑

Quality Assurance & Company Vibe

	Ratcliff IT	Provider 1	Provider 2
Do all their engineers have a clear training path, showing that **the company care about development and retention of their staff?**	✔	❑	❑
Have more than half their employees been there for more than 2 years so we know we will **build up a rapport** with their engineers?	✔	❑	❑
Can I check the status of all activity online, **so I know what has been done**, and what the status of outstanding issues is?	✔	❑	❑
Can we cancel the contract at short notice if we're not happy? (Less than 90 days)	✔	❑	❑