

> Managed Services Checklist



10 things you should know about an IT provider and their managed services. See how they stack up against ITS.

	ITS	THE COMPETITION	
		COMPANY 2	COMPANY 3
No long-term contracts - Our contracts are quarterly – not 2 or 3 years. Is your provider confident enough to not lock you into a long-term deal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provider is experienced and certified - Don't trust your network to a start-up. Look for a provider with references, experience and certifications, such as SSAE 16 Type II and PCI.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A dedicated staff that always thinks "client first" - As a 100% employee-owned company, every member of the ITS team thinks like an owner, looking out for what matters most at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-hours support - Our help desk is staffed live from 7 am to 7 pm and, after that, our engineers (not sub-contractors or off-shore personnel) are on-call for emergencies on or off-site.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You can visit the provider's office - Is there anyone there? Do they have a secure facility with access control? If they don't want you to stop by, there's a reason.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locally staffed network operations center - Outsourcing is big in the IT provider marketplace. Make sure their engineers are in the office, not overseas or out on the road.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experienced client service personnel - We have dedicated and knowledgeable client service staff who speak to your users "live" and make sure your issues are clearly understood and handled properly until completed to your satisfaction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduled account management and strategy meetings - After sign-up does a Virtual Chief Information Officer meet with you regularly to ensure your satisfaction with the service and to make sure they're aligned with your strategic goals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unlimited onsite support - It's not really an unlimited plan if it's only done remotely. Onsite support under our Guardian and NearCloud Plans is included along with our remote help desk coverage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On- and offsite backup of your data - Backup should be included in the "all you can eat" plans. And if it's only onsite or only offsite then the solution isn't complete.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	IT Solutions	COMPANY 2	COMPANY 3

A message from our President - Thank you for taking the time to learn more about IT Solutions. As a process-driven managed service provider with over 20 years of experience, we believe you should know what makes us different right up front – so we put it in writing. A lot of providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business, so don't trust it to just anyone.

Garrett Graney,
President

ITSolutions™
Thinking ahead.

Have Questions? Want to Learn More?

Give us a call
866.742.5487

Or

Visit us online
pickITS.com