


Service Provider Comparison Chart

37 Questions You MUST Ask Before Hiring Anyone to Support Your Network	Company A	Company B	 Server Sentry
Do they answer the phone live?			✓
Do they have a written, guaranteed response time?			✓
Do they insist on monitoring your network 24-7-365 to PREVENT problems from turning into downtime, viruses & other issues?			✓
Do they provide a monthly report so you know for sure that your systems are secure & protected?			✓
Can they provide you with a list of Technical certifications that are held by their engineers?			✓
Do they have at least 5 IT engineers in their company?			✓
Have they been in business for more than 7 years? This ensures that they will have knowledge of old and new technologies.			✓
Do they take the time to explain things in plain English? No “Geek Speak”?			✓
Do they have other technicians on staff that is familiar with your network?			✓
Do they provide detailed invoices explaining what you are paying for?			✓
Do they insist on monitoring onsite AND offsite backups? Do they charge extra for this service?			✓
Do they insist on doing periodic test restores of your backups? Do they charge extra for this service?			✓
Do they have a written plan for getting your network restored fast in the event of a disaster?			✓
In case of a disaster, do they charge extra for restoring your servers and/or network?			✓
Do they maintain full written network documentation?			✓
Do they have adequate Errors & Omissions, Liability, and Workers Comp Insurance to protect YOU?			✓
Is their “all-inclusive” support plan TRULY all-inclusive?			✓
Is their Help Desk AUS-based or outsourced overseas?			AUS Based
Are they familiar and can support your Line of Business applications (SAS, First Class, Pay3K, etc.)?			✓

Are they familiar with the workings of CEO and DEET networks?			✓
Do they have a Remote Management System?			✓
Do they have a ticketing system in place?			✓
Do they actively perform Asset Management of your IT hardware?			✓
Do they keep track of Warranties on your IT devices?			✓
Do they keep track of your software licenses?			✓
Do they provide Unlimited REMOTE & ONSITE SUPPORT for all issues on your network and devices OR do they charge extra to fix the issues?			✓
Do they have a Dedicated IT Helpdesk?			✓
Do they provide you with a 24x7 EMERGENCY SUPPORT phone number?			✓
Do they charge you Double or Triple for support during public holidays, after-hours and weekends?			✓
Do they charge for system installations again and again over the period of contract? If a PC or Server crashes, will they charge again to reinstall and configuration?			✓
Do they charge extra for sending engineers onsite? How much does this cost per hour?			✓
If your IT administrator goes on leave or is sick, do they provide onsite resource? How much does this cost per hour?			✓
When something goes wrong, do they own the problem through to completion?			✓
Do their technicians maintain certifications & participate in ongoing training?			✓
Do their technicians arrive on-time & dress properly?			✓
Do they <u>guarantee</u> to complete projects on time and on budget?			✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?			✓
Do they offer (new) ways to improve your network performance?			✓
Anything else you can think of.....			✓
Your Choice...			✓