

## IT Services Provider Checklist

### TREYSTA

### Company B

<p>Does your ITSP (IT Service Provider) offer a flat rate, monthly fee structure for easy budgeting?</p>		<p>Or do you get big invoices on an irregular basis that blow the budget?</p>
<p>Does your ITSP have at least a \$1,000,000 Errors and Omissions Insurance Policy?</p>		<p>Or do they just have standard business insurance? If they lose your data or cause any type of security breach, standard business insurance doesn't pay a penny.</p>
<p>Does your ITSP require employees to complete criminal background check?</p>		<p>Or are you not unsure of the tech working on your server and their background?</p>
<p>Does your ITSP view technology from a real world business perspective to help you make smart business decisions?</p>		<p>Or do they just want to sell you the latest "cool" technology?</p>
<p>Does your ITSP have dedicated help desk techs (we call them Remote Support Engineers) ready to answer your questions every day?</p>		<p>Or do they interrupt a busy Field Tech to try and help you?</p>
<p>Does your ITSP use a set of over 300 industry standards to configure and maintain your network?</p>		<p>Or do they just wing it and hope they remembered everything?</p>
<p>Does your ITSP install Remote Monitoring and Management agents on your PC's and server so they can proactively maintain your network?</p>		<p>Or do they wait for you to call and yell for help?</p>
<p>Does your ITSP schedule regular onsite visits and perform "technical alignments" to make sure your network is running efficiently?</p>		<p>Or do they try to do everything remotely and fix the symptom of your problems and not the underlying cause?</p>
<p>Does your ITSP provide you with the ability to track every service ticket – when it was entered, what was done,</p>		<p>Or do you get invoices for time that you can't verify, or understand what was accomplished?</p>
<p>Does your ITSP have a long track record of success, hundreds of satisfied clients, and over 75 years of combined technical experience?</p>		<p>Or are they a self-appointed computer guru who relies on Google as his backup support plan?</p>