



## HOW DOES YOUR MANAGED IT SERVICES PROVIDER STACK UP?

Use the checklist below to ensure your getting the most support from your current Managed IT Services provider.

- 1 Is support available to you and your team 24/7, 365 days of the year?
- 2 Is your IT provider able to support all of your technology needs (computers, phones, security, etc.) through a 24/7 Help Desk?
- 3 Do you know if your data is safe in case of a disaster or major interruption? Is your data being stored in more than one location?
- 4 Is your current IT provider delivering on all of the terms provided in your Service Level Agreement?
- 5 Can your IT contract be changed without incurring heavy penalties?
- 6 Does your provider understand your business and offer solutions designed and customer built, specifically for your business?
- 7 Is your provider available to consult and implement new technologies to help grow your business?
- 8 Are all of your support requests tracked with an online ticketing system that you can also access? Are reports available?
- 9 Does your provider have an office you can visit for meetings and drop-off services?
- 10 Do you meet with your IT provider at least once a month to discuss feedback and suggestions of updates that will positively impact your business?

If you are unsure or answered no to one or more of these questions, it is time to reconsider your current IT provider. At Detroit IT, our clients answer, YES!

[detroitit.com](http://detroitit.com) // 248.530.1001