

# How Does Your Current Computer Support Stack Up?

## Take this quiz to find out!

If your technician does not score a “yes” on every point, you could be paying for substandard support.

- Do they respond to emergencies in 1 hour or less?
- Are they easy to reach and responsive when you need them for non-emergencies?
- Do they offer an on-going maintenance program to keep critical security settings and patches up-to-date?
- Do they offer a monitoring system to watch over your network 24/7 for developing problems?
- Do they proactively offer new ways to improve your network’s performance, or do they wait until you have a problem to make recommendations?
- Do they provide detailed invoices that clearly explain what you are paying for?
- Do they explain what they are doing and answer your questions in terms that you can understand?
- Do they complete projects on time?
- Do they follow up on your requests quickly?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
- Do their technicians maintain current vendor certifications and participate in on-going training?
- Do you feel as though they are learning on your time?
- Do they seem constantly rushed?
- Do they take calls from other clients while working on your network?
- Do they listen to you?
- Are they adamant about backing up your network and having a disaster recovery plan in place?
- Do they offer to meet with you regularly to review your business plans, your network status, and their own performance in supporting your company?
- Do you have to manage their progress on projects, or do they provide frequent updates, status reports, and follow-up calls and e-mails?
- Do their projects always end up costing more and taking longer than you expected?
- Do they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide-open playing field with “time and materials”?

