



20 Questions You Should Ask an IT Support Company Before Hiring Them



Hiring an IT support company is not an easy task. Not all firms will be a good fit for your organization, so you might not get the best value for your money. That's why finding the right IT support company is vital to your company's success.

That's why it's essential to parse through all the noise to find the right fit.

Intelligent Technical Solutions (ITS) has been providing quality IT services to hundreds of businesses for over a decade. We know how important it is to find an IT partner that you can rely on. We'll help you find the diamonds in the rough by arming you with the right questions to ask before hiring an IT service provider.

Here are the following questions to ask before signing any agreements:

Customer Service

Question 1: Do you answer the phones live, or do I have to leave a voicemail and wait for someone to call me back?

Why it's important: A reliable managed service provider should be able to provide you with support at any time of the day to address emergencies.

Question 2: Do you have a written, guaranteed response time to my calls?

Why it's important: When it comes to IT issues, time is of the essence. That's because leaving them unattended can cause a bigger disruption to your operations. Your IT support company should know that and guarantee that a certified tech will respond swiftly to help. A reliable firm should have a certified tech helping you within 60 minutes or less of your call.

Question 3: Will you take the time to explain what you are doing and answer my questions in terms that I can understand?

Why it's important: A reliable IT support company should take the time to explain your technology in a way that you will understand. Effective IT support is a collaboration between you and your provider. That means you need to be able to understand your technology to make sound judgments and intelligent decisions.

Question 4: Will you consistently and proactively offer new ways to improve my network's performance?

Why it's important: Your managed service provider should always find ways to help you improve your operations, lower costs, and increase efficiencies. Their goal should be to help you make the most of your technology. That means they need to proactively search for new ways to help you do just that.



Question 5: Do you provide detailed quotes that clearly explain what I am paying for?

Why it's important: Transparency between you and your provider is vital for a successful relationship. Your IT service provider should strive to provide detailed quotes that show what work will be done, why, and when, so you never have to guess what you're paying for.

Question 6: Do you have adequate errors and omissions insurance as well as workers' compensation insurance to protect my business?

Why it's important: A trustworthy IT company should always have adequate insurance. It serves to minimize risk exposure for their clients and their company. In fact, you should be asking any potential MSP if you could see their latest insurance policies.

Question 7: Do you guarantee to complete projects on time and within budget?

Why it's important: The IT team you're working with must always strive to deliver projects on time and within budget. While unforeseen variables can occur during projects, your prospective IT company should prepare for all factors by having redundancies and backup plans.



Network Maintenance

Question 8: Will you insist on remotely monitoring my network 24/7 to prevent problems and keep my systems up?

Why it's important: Cyber threats and IT issues don't follow a schedule. That's why your potential IT company must provide 24/7 network monitoring services. It will allow them to detect things like security issues so they can address them early on before they become major problems.

Question 9: Will you provide me with a quarterly report that shows all the updates, security patches, and the status of every machine in my network?

Why it's important: Getting regular reports on your network status is essential for your success. At a minimum, a reliable IT company should provide quarterly reports showing your network's overall health score. In addition, they should lay out a detailed roadmap of items to be addressed in the future regarding hardware, software, and overall strategy for moving forward with your technology.



Question 10: Will you provide me with written network documentation detailing what software licenses I own, critical passwords, user information, hardware inventory, etc.?

Why it's important: An IT company should never be the only one with the "keys to the kingdom." You should never allow anyone to have that much control over you and your company. That is unethical and can put your organization's data at risk.

Question 11: Do you have other technicians on staff who are familiar with my network in case my regular technician goes on vacation?

Why it's important: IT issues don't take vacations. In fact, cyber threats ramp up during the holidays. That's why it's important to ensure that your IT company keeps detailed network documentation and updates on your account to ensure that any of their technicians can pick up where another one has left off.

Question 12: Is your all-inclusive support plan truly all-inclusive, or are there "gotchas" hidden in the fine print?

Why it's important: We all hate surprises when it comes to the bill. If your prospective IT company offers an all-inclusive support plan, it should not have anything hidden in the fine print. However, to avoid misconceptions, ensure you understand what is and isn't written on your service agreement.

Backups and Disaster Recovery

Question 13: Will you insist on monitoring an offsite and on-site backup, or will you let me rely on tape backups?

Why it's important: A reliable IT support company should always offer multiple backups (both offline and online). Redundancy is essential to disaster recovery, and your MSP should know that.

Question 14: Will you periodically test my backups to ensure the data is not corrupt and can be restored during a disaster?

Why it's important: Backups should be tested regularly. Your IT company should be able to perform periodic "fire drills" and perform test restores for your organization. That helps ensure your data can be recovered in an emergency. After all, the worst time to test a backup is when you actually need it.

Question 15: Will you backup up my network before performing any project or upgrade?

Why it's important: Things don't always go according to plan. Your prospective MSP must take the utmost care when implementing new projects and upgrades. They should never leave anything to chance. A backup is a precaution if a hardware failure or software glitch causes significant problems.

Question 16: If I experience a major disaster, do you have a written plan for restoring my data?

Why it's important: At the very least, you should receive a simple disaster recovery plan for your data and network. Everyone needs to have a full disaster recovery plan for their office, but at a minimum, your IT company should cover your network should something happen.



Technical Expertise and Support



Question 17: Do your technicians maintain current vendor certifications and participate in ongoing training?

Why it's important: Technology advances at break-neck speeds. Your IT company needs to upskill your technicians to keep up to ensure you are getting the best level of service available.

Question 18: Do your technicians arrive on time and dress professionally when providing on-site support?

Why it's important: Your prospective IT company's technicians need to hold the utmost standard of professionalism. That means they not only need to look the part, they also need to show up on time. A reliable IT firm should notify you immediately if they cannot show up at the specified time for any unforeseeable reason. Those are the minimum requirements of a professional service.

Question 19: Are you familiar with my unique line-of-business applications?

Why it's important: Your MSP needs to take ownership of all line-of-business applications for their clients. Unfortunately, that doesn't mean they can fix faulty software. However, they should be able to serve as the liaison between you and your vendor to resolve problems and ensure those applications work smoothly for you.

Question 20: When something goes wrong with my internet service, phone systems, printers, or other IT services, will you own the problem or say, "that's not our problem to fix?"

Why it's important: A good IT company will help their clients thrive with technology. That means you shouldn't be trying to resolve those tech issues on your own. You should be able to count on your MSP for help or advice on all your tech-related concerns.



Ready to Find the Right IT Support Company for Your Business?

It's easy to get swayed by flowery words on a website. However, when choosing the right IT support company for your business, you need to ask the right questions to find the provider that offers the right answers for your organization.

At ITS, we are dedicated to helping businesses find the IT support service they need to thrive. Now that you know what questions to ask, we challenge you to ask us these questions and see if we are the right fit for your business. [Schedule a meeting](#) with one of our experts.

If you need more info on finding the right provider, check out these articles:

- [Everything You Need to Know About Managed IT](#)
- [How Much Does Managed IT Cost? \(5 Price Factors\)](#)
- [5 Qualities You Should Look for in a Managed Security Service Provider](#)

