

When it comes to deciding who will take care of your I.T. needs, there are many factors to consider. Here's a list of questions that you should ask your I.T. provider:

1. How many technical resources (engineers / technicians) are in the company?
2. Are all services provided by the company and its full-time employees...or do you outsource things like your helpdesk or managed services?
3. Is support available 24/7/365?
4. What Service Level Agreements does the company provide to guarantee that I will receive prompt service...and how is that tracked and reported?
5. What formal training and certifications do the engineers hold?
6. What vendor certifications / accreditations does the company hold?
7. What expertise and understanding of regulatory compliance (HIPAA, PCI, SOX, GLBA, FINRA) does the company have and what formal training have they had?
8. What is the onboarding process and what should I expect from an account management standpoint?
9. What is the company's process for aligning a client's business needs with their technical needs?
10. Do you provide the reporting needed to ensure transparency, offering the data needed to make decisions and judge results?
11. Do you have documented security measures in place to ensure my company's data is protected?
12. Does the company have dedicated teams of professionals in the various areas of the business, or do they simply have a small team that tries to do everything?
13. All managed services packages are not created equally. What differentiates you from the other guys?
14. Can we tour the office and see the processes and systems...and meet the people who would be supporting / protecting my company?
15. What industry experience does the company have and can we get referrals?

With more than 80 dedicated employees, we have a full team in every area – our Network Operations Center, our Security Operations Center, our SMaRT Desk, and our virtual CIOs are all dedicated resources that focus on our clients. We feel you deserve that.