

# Choosing an IT Service Provider

## Experience

1. How long has the company been a registered business?

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2. What is their history in the business community? Some places to check are with the Better Business Bureau and IT associations. Ask to see references.

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3. How many successful solutions have they implemented? What is their rate of success?

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4. What is their customer retention rate?

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5. Does the company hold manufacturer certifications, and at what level, e.g., Microsoft Gold Level Partner, Microsoft Certified System Engineers?

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6. What are the experience and qualifications of the people who will do the requirements gathering, design, implementation and ongoing support?

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## Quality

7. Have they taken the time to understand your business needs? Is the proposed solution clearly linked to that your needs?

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8. Are they proposing materials from quality manufacturers?

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9. When and how will you see an acceptable return on investment?

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10. Will you have dedicated, consistent ongoing support, or see a different person each time you need help?

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11. What ongoing support is available after implementation? What is the quoted rate, the availability and the guaranteed response time?

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12. If they offer help desk support, what is being offered? What are the qualifications of the help desk personnel?

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## Price

13. Do they follow a project management framework to ensure that projects meet requirements and are completed on time, on budget?

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14. Do they have Errors and Omissions insurance, so you have recourse if things go bad?

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