

Choosing an IT Service Provider

Experience

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

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.

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

4. What is their customer retention rate?

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

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?

8. Are they proposing materials from quality manufacturers?

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

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

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

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

Price

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

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