



MSP Comparison Chart

21 Questions You MUST Ask Before Hiring an IT Support Company

Company A

Company B



Do they answer their phones live? Do they have a dedicated line for clients?



Do they have a written, guaranteed response time?



Do they take the time to explain things in plain English? No "geek speak"?



Do they offer (new) ways to improve your network performance?



Do they provide detailed invoices explaining what you are paying for?



Do they have full errors and omissions, liability, and workers comp insurance to protect YOU?



Do they guarantee in writing to complete projects on time and on budget?



Do they insist on monitoring your network 24-7-365 to prevent problems?



Do they provide a weekly report so you know for sure that your systems are secure and protected?



Do they provide you with full written network documentation?



Do they provide a weekly report so you know for sure that your systems are secure and protected?



Do they have other technicians on staff who are familiar with your network?



Is their "all-inclusive" support plan TRULY all-inclusive, or is there small print?



Do they insist on monitoring onsite AND offsite backups (cloud based)?



Do they insist on doing periodic test restores of your backups to ensure they are working?



Do they insist on backing up your network BEFORE performing any type of project or upgrade?



Do they have a written plan for getting your network restored fast in the event of a disaster?



Is their help desk US-based, local to your business, or outsourced overseas?



Do their technicians maintain industry certifications and participate in ongoing training?



Do their technicians arrive on-time and dressed properly? Are they always polite and professional?



Are they familiar with your line of business applications? Do they support them?



When something goes wrong, do they own the problem through to completion?



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