IT Services Provider Comparison Chart

Use This Checklist To Compare IT Services Providers Before You Make Your Decision	Company A _____	Company B _____	Company C _____	PROGRESSIVE —IT SOLUTIONS
Do they hire ONLY expert level technicians with 10+ years of experience?				✔
Do they have fast response times of less than 1hr even for non-emergencies?				✔
Do they provide weekend and after-hours support?				✔
Are the phones always answered by a live person 24x7?				✔
Do their technicians arrive on time and dress professionally?				✔
Can you contact your dedicated technicians *directly* by phone, email or text?				✔
Do they have adequate errors and omissions & business liability insurance to protect YOU?				✔
Do they guarantee complete satisfaction of their services?				✔
Do they offer monitoring of your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?				✔
Do they provide a periodic report on backups, patches and updates, and network / security health so you know for sure that your systems are secure and protected?				✔
Do they provide you with full written network documentation, including passwords to critical accounts?				✔
Do they have 2 dedicated, expert technicians assigned to your company who are familiar with your network, or are they a "one-man band" who could go sick or missing when you really need them?				✔
Is their "all-inclusive" support plan TRULY all-inclusive? What's NOT included?				✔
Do they insist on monitoring on-site AND off-site backups?				✔
Do they insist on doing periodic test restores of your backups?				✔
Do they insist on backing up your network BEFORE a project or upgrade?				✔
Will they provide a disaster recovery plan for getting your network restored fast in the event of a disaster?				✔
Is their help desk US-based or outsourced overseas? Are their support agents experts, or level-1 technicians with little real world experience?				**US-Based. Experts Only**
Do their technicians maintain certifications and participate in ongoing training?				✔
Do they provide cybersecurity training to your employees?				✔
Do they provide a comprehensive cybersecurity protection plan?				✔
Do they lock you in to signing long term contracts or do they offer month-to-month no-contract options?				✔
Do they charge for on-boarding, basic setup, and knowledge transfer when switching IT providers or is this included at **no charge**?				✔
Your Choice…				