



CHECKLIST

10 things you should know about IT providers and their managed services. See how they stack up against Bellwether.

THE COMPETITION

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		COMPANY 2	COMPANY 3
1. <b>No long-term contracts</b> Contract length says a lot about a provider. Our contracts are monthly - not 2 or 3 years. Are they afraid you won't be happy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <b>A person answers the phone when you call</b> Try it. Call the main number and see if someone answers. You won't be on hold waiting for someone to assist you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. <b>The provider has experience</b> Don't trust your network to a start-up. Look for a provider in business for at least 10 years and doing managed services for 4.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <b>Microsoft Gold Partner</b> This certification means a provider gets positive ratings from clients and keeps current on the latest technology.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <b>Free after-hours support</b> Our helpdesk is staffed live from 7AM to 5PM and after that our engineers are on-call for emergencies - at no extra charge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <b>Visit the provider's office</b> Is there anyone there? Do they have a secure facility with access control? If they don't want you to stop by, there's a reason.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <b>Locally staffed network operations center</b> Outsourcing is big in the IT provider marketplace. Make sure their engineers are in the office, not overseas or out on the road.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. <b>No Sick Time or Vacations</b> We have our helpdesk fully manned at all times along with multiple engineers on-call should any problems arise. Your IT infrastructure is never at the mercy of a single person on vacation or out sick.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <b>Unlimited on-site support</b> It's not really an "all you can eat" plan if it's only done remotely. Our technicians will be on site as necessary to provide support.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <b>Off-site backup of your data</b> Backup is included in all plans. If it's only onsite then the solution isn't complete.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature of our representative

A salesperson may say they meet these 10 criteria, but make them sign it - they should stand by every line.

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Bellwether