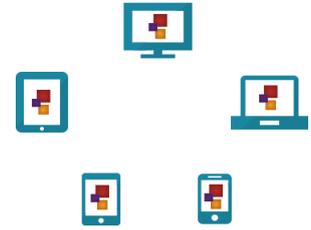


5 Things you should expect from an IT support company



Whether you're looking for an IT support company, or currently working with one, you should have a minimum set of expectations and standards that you receive. Below is a list of 5 key things you should be receiving from your IT service provider and, if not, why not?

Responsiveness

Things will break and challenges will undoubtedly occur. At a minimum you should feel comfortable that someone is there to help resolve them. Be mindful, not every challenge is a quick fix, and may involve investigation or talking with manufacturers who at times can be slow at providing answers.

However a good service provider will proactively keep you updated on the progress of a challenge. You shouldn't have to spend time chasing those charged with resolving your IT challenges. If you are finding yourself having to chase your provider maybe it's time to ask why.

Availability

Working hours have changed, no longer do we adhere to the strict 9-5 working day, and many of us work away or travel. In addition things can go wrong outside of the normal working day, and it is therefore important to select an IT support company that can offer extended or 24/7 cover. This means if problems occur outside of normal business hours, you can get these resolved with limited impact to the business and staff morale.

Transparency

It is not uncommon for companies to be surprised when a large invoice suddenly arrives for work that falls outside of their IT contract. Any good IT support company should be very clear about what is covered in your contract, and any additional charges that may be incurred for work that falls outside of this. Being open and transparent about work and pricing should be a standard from any reputable IT support company and will prevent nasty surprise invoices landing on your desk.

Reliability

IT support sometimes gets bad press, which can be attributed to a number of companies delivering very poor service. At a minimum, you need to trust that your provider is reliable, truthful and will just get things done. None of us have time to micro-manage our service providers and nor should we have to. Having a reliable company that understands your needs and systems, builds relationships and gets things done is paramount to a building a successful partnership.

Advice

IT support isn't just about fixing things when they break. It is about understanding your business needs and the challenges you may face in the future. A good IT support company will provide, guide, recommend and deliver expert advice on technology and solutions that can deliver the best results for your company. If they are doing the job right, they will quickly become the leading advisor for technology for your business.