DP Solutions
Problem Solved.

How Does Your Current IT Service Provider Or Computer Guy Stack Up?
TAKE THIS QUIZ TO FIND OUT!

How can you tell if you are receiving poor or substandard service? How do you know if your computer guy is doing everything possible to secure your network from downtime, viruses, data loss or other frustrating and expensive disasters? Could your current technician actually be jeopardizing your network?

If your technician does not score a "yes" on every point, you could be paying for substandard support.

❒ Do they answer their phone LIVE and respond to emergencies promptly?

❒ Are they easy to reach and highly responsive when you need them for non-emergencies?

❒ Do they proactively monitor, patch and update your computer network's critical security settings daily? Weekly? At all? How do you know for sure?

❒ Do they proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?

❒ Do they proactively offer new ways to improve your network's performance instead of waiting until you have a problem to make recommendations?

❒ Do they provide detailed invoices that clearly explain what you are paying for?

❒ Do they explain what they are doing and answer your questions in terms that you can understand?

❒ Do they complete projects on time?

❒ Do they follow up on your requests quickly?

❒ Do they offer any guarantees on their services?

❒ Do they arrive on time and dress professionally?

❒ Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?

❒ Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

❒ Do their technicians maintain current vendor certifications and participate in ongoing training?

❒ Do you feel confident that they are not learning on your time?

❒ Do they take the time necessary to get the job done rather than seeming constantly rushed?

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- ☐ Do they focus on your needs rather than taking calls from other clients while working on your network (and on your dime)?

- ☐ Do they listen to you?

- ☐ Are they adamant about backing up your network and having a disaster recovery plan in place?

- ☐ Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?

- ☐ Do they provide frequent updates, status reports and follow-up calls and e-mails so you don't have to manage their progress on projects yourself?

- ☐ Do their projects always get done according to their time and price estimates?

- ☐ Do they offer flat-rate or fixed-fee project quotes, rather than giving themselves a wide-open playing field with "time and materials"?

About DP Solutions

Simply put, the sole goal of DP Solutions is to streamline our clients' IT management, allowing them to grow their business. With 45 years of experience, DP Solutions helps organizations in MD, DC and VA bring their business to higher levels by taking IT worries off their shoulders. With managed IT, cloud technology, and professional services all backed by our geographically diverse, state-of-the-art data centers, we give or clients high levels of up-time and the peace of mind that goes with it. For more information, please visit, www.dpsolutions.com.

If Your Current IT Guy Failed This Test, We Want to Give You A FREE Network Health Check To Make Things "Right"

If you're NOT happy with your IT person and have a sneaking suspicion that they aren't doing the best job possible, then call us in for a second opinion. At no cost or obligation to you, we'll come to your office and conduct a network health check to look for problems with your backup, security, speed, and any other problems that could lead to data loss, downtime, and high repair fees.

To claim this free service, simply visit www.dpsolutions.com/network-health-check or call us at 410-720-3300.