

THE IT SUPPORT SERVICES PROVIDER CHECKLIST.  
2015 edition.



## We've got your Due Diligence covered!

Finding the right IT Support Company can prove to be a difficult task, especially if you are unsure of the right questions to ask. Because of this, we have put together the following checklist to make your life a little bit easier throughout the due diligence process.

The following list of questions should be asked in order to identify the best IT support services provider for your business requirements. If you are unsure about why you are asking any of the following questions then don't hesitate to call us on **020 8501 7676** for assistance.

## Contents.

1. Telephone and day-to-day IT support services.
2. Network monitoring and proactive maintenance.
3. Security.
4. Service contracts.
5. Quality of service.
6. Infrastructure.
7. Strategy and consultancy.



## 1. Telephone and remote day-to-day IT Support services.

Will your team endeavour to assist us with **ANY** IT related problems (including problems with 3<sup>rd</sup> party applications) without us incurring additional charges?

In the event of an emergency, will an engineer start to look at the issue **immediately** in order to minimise downtime and maintain business continuity?

Is your service desk located in London, allowing you to provide rapid onsite support assistance when required?

Will an engineer visit our premises **within 24 hours** if an issue cannot be fixed remotely?

Does your support package include **unrestricted onsite support visits** with no hidden charges?

Will an engineer **liaise directly with the manufacturer** to resolve any issues with faulty hardware that is still under warranty?

Do you provide **support for mobile devices**, including tablets and smartphones?

Do you have a **fully documented escalations procedure** in place if we are unhappy with the level of service provided?

Does your London service desk provide **24 hour IT support** as a service?

## 2. Network monitoring and proactive maintenance.

Do you have a dedicated team that **proactively monitors** ALL elements of our network infrastructure and act quickly upon any issues?

Can we expect to receive an **immediate response** in the event that our server, internet and/or network connectivity goes offline?

Do you provide us with **scheduled monitoring reports** that will be emailed to us?     
Do the reports include a breakdown of monitoring activities and proactive support that has been completed?

Will you conduct **scheduled network maintenance**?

Will you conduct **scheduled software and security updates**?

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### 3. Security.

Are you **ISO27001 accredited**, demonstrating a commitment to delivering the highest standards of information security management?

Do you regally scan our network and update our **Anti-virus** and **Anti-malware** software definitions?

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### 4. Service contracts.

Is the first 3 months of our service contract subject to a **1 month notice period**?

Does a **3-month rolling notice period** apply thereafter?

Do you have a transparent **Service Level Agreement** and if so, will you provide us with a copy of this **before** we commit to using your services?

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## 5. Quality of service.

- |  |                                     |                          |                          |
|--|-------------------------------------|--------------------------|--------------------------|
| Do you have a <b>Customer Services Charter</b> ?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you <b>ISO9001 accredited</b> , demonstrating a commitment to delivering a consistency high standard of customer service?                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you a <b>Microsoft Gold Certified Partner</b> and <b>Microsoft Small Business Specialist</b> ?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Will you assign to us a <b>dedicated Technical Account Manager</b> who is responsible for maintaining quality of service and providing ongoing strategic guidance? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have 50% of your staff been employed by the company for 3 or more years?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Are all of your engineers <b>directly employed</b> Microsoft and Apple certified professionals with up-to-date training?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do we have <b>access to an online helpdesk</b> , allowing us to log new and track existing support issues?   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If requested, will you provide us with <b>references</b> from existing clients?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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## 6. Infrastructure.

Do you **develop and maintain your own service infrastructure**, avoiding the resale of white label products in order to retain full control of the solutions that you sell to your clients?

Do your cloud services come with a **99.9% uptime guarantee**?

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## 7. Strategy and consultancy.

Will you conduct a **full IT network Infrastructure audit** as part of your client take-on process at no additional cost?

Following the audit, will you provide a client-take on report that incorporates a **short, medium and long-term IT strategy roadmap**?

Will our Technical Account Manager **contact us every month** to discuss our IT strategy and ongoing IT requirements?

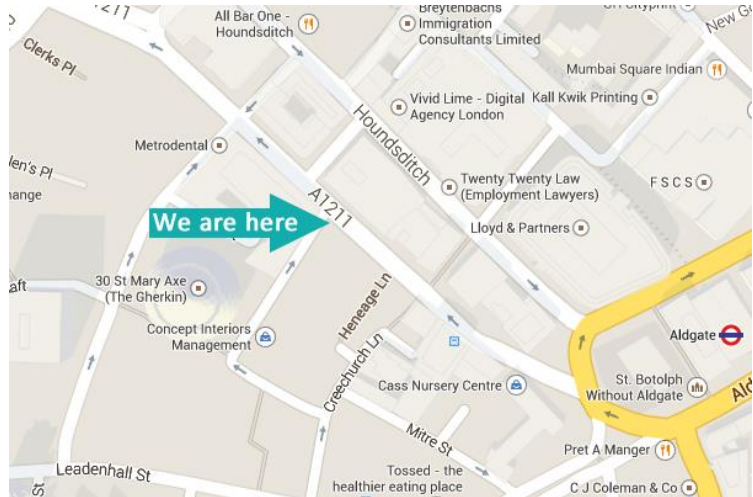
Can I pick up the phone and speak to an IT consultant at **any time** for strategic guidance and expert advice?

## Where to find us.

### Bevis Marks office address

22 Bevis Marks  
London  
EC3A 7JB

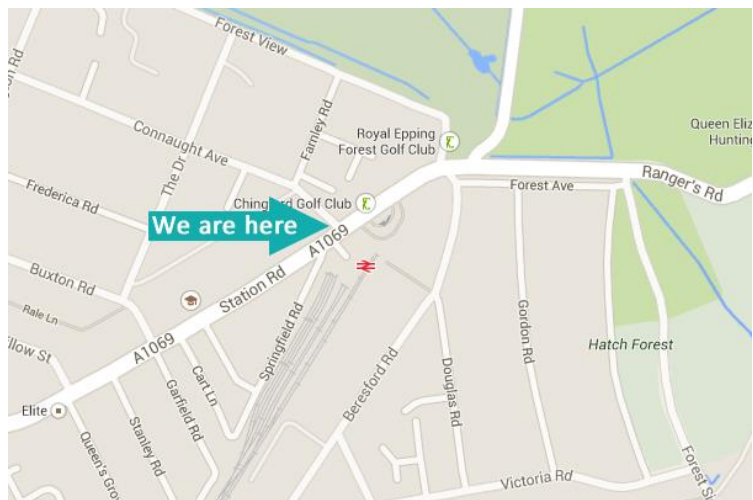
Located within a short walking  
Distance of the Gherkin.



### Chingford office address

132 Station Road  
Chingford  
London  
E4 6AB

Located directly opposite  
Chingford train station.



## How to contact us.

Contact Support      020 8501 7655

Email us

[info@ouritdept.co.uk](mailto:info@ouritdept.co.uk)

Contact Sales      020 8501 7676