IT Services Provider Comparison Chart

22 Questions You MUST Ask Before Hiring An IT Support Company	Company A _____	Company B _____	Company C _____	ALDEBARAN GROUP
Do they answer their phones live?				✔
Do they have a written, guaranteed response time to support tickets you submit?				✔
Do they provide weekend and after-hours support, or is that extra?				✔
Do they take the time to explain things in plain English? No "geek speak"?				✔
Do their technicians arrive on time and dressed professionally?				✔
Do they provide detailed invoices explaining what you are paying for?				✔
Do they have adequate errors and omissions, business liability and workers' comp insurance to protect YOU?				✔
Do they guarantee to complete projects on time and on budget IN WRITING?				✔
Do they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?				✔
Do they provide a monthly report on backups, patches and updates so you know for sure that your systems are secure and protected?				✔
Do they provide you with full written network documentation?				✔
Do they have other technicians on staff 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 as part of their service, or is that extra?				✔
Is their help desk US-based or outsourced overseas?				Local And US Based!
Do their technicians maintain certifications and participate in ongoing training?				✔
Do they provide cybersecurity training to your employees?				✔
Will they help you create and enforce an Acceptable Use Policy (AUP) for your staff?				✔
Will they take ownership of dealing with your ISP, phone company and line-of-business applications, or are you on your own?				✔
Your Choice...				✔