

SHARED VISION

# Managed Services Checklist



## 10 things you should know about an IT provider and their managed services. See how they stack up against ITS.

THE COMPETITION

	ITS	COMPANY 2	COMPANY 3
<b>No long-term contracts</b> - Our contracts are quarterly – not 2 or 3 years. Is your provider confident enough to not lock you into a long-term deal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The provider is experienced and certified</b> - Don't trust your network to a start-up. Look for a provider with references, experience and certifications, such as SSAE 16 Type II and PCI.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>A dedicated staff that always thinks "client first"</b> - As a 100% employee-owned company, every member of the ITS team thinks like an owner, looking out for what matters most at all times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>After-hours support</b> - Our help desk is staffed live from 7 am to 7 pm and, after that, our engineers (not sub-contractors or off-shore personnel) are on-call for emergencies on or off-site.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>You can 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"/>
<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"/>
<b>Experienced client service personnel</b> - We have dedicated and knowledgeable client service staff who speak to your users "live" and make sure your issues are clearly understood and handled properly until completed to your satisfaction.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Scheduled account management and strategy meetings</b> - After sign-up does a Virtual Chief Information Officer meet with you regularly to ensure your satisfaction with the service and to make sure they're aligned with your strategic goals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Unlimited onsite support</b> - It's not really an unlimited plan if it's only done remotely. Onsite support under our Guardian and NearCloud Plans is included along with our remote help desk coverage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>On- and offsite backup of your data</b> - Backup should be included in the "all you can eat" plans. And if it's only onsite or only offsite then the solution isn't complete.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	IT Solutions	COMPANY 2	COMPANY 3

**A message from our President** - Thank you for taking the time to learn more about IT Solutions. As a process-driven managed service provider with over 20 years of experience, we believe you should know what makes us different right up front – so we put it in writing. A lot of providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business, so don't trust it to just anyone.

**Garrett Graney,**  
President



Have Questions? Want to Learn More?

Give us a call  
**866.742.5487**

Or

Visit us online  
**pickITS.com**