

“16 Critical Questions You MUST Ask Before Hiring Any IT Company”

If You Depend On Your Computer Network To Run Your Business, This Is One Report You DON'T Want To Overlook!

This free report will explain in simple, non-technical terms what you need to look for when outsourcing your IT support, as well as cost-saving strategies, insider tips and 16 revealing questions you MUST ask any computer consultant before giving him access to your computer network. If your current guy can't answer a confident “Yes” to all 16, it might be time to look for someone else.

You'll discover:

- The single most expensive mistake most small business owners make when hiring an IT consultant.
- The surprising reason most small businesses fall victim to sub-standard support.
- What some IT consultants are doing to take advantage of business owners, and how to make sure you're not one of them.
- How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

A Free Education Guide By:

Superior Solutions LLC

www.SuperiorSolution.com

Phone: 678-380-4878

If your provider does not score a “yes” on every point, you could be paying for substandard support AND be wide open to a very expensive, very frustrating computer disaster(s):

- Do they answer their phones live?
- Do they guarantee response to support issues in 1 hour or less?
- How is their reputation? Be sure to check references, forums and online resources for confirmation.
- Are they remotely monitoring your network 24-7-365 to keep critical security settings, virus definitions, and security patches up to date?
- Do they INSIST on monitoring an offsite as well as an onsite backup, or are they letting you rely on outdated tape backups?
- Do they INSIST on doing periodic test restores of your backups to make sure the data is not corrupt and could be restored in the event of a disaster?
- Have they provided you with written, network documentation detailing what software licenses you have, critical network passwords, and hardware information, or are they the only person with the “keys to the kingdom?”
- Do they consistently (and proactively) offer new ways to improve your network’s performance, or do they wait 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 (not geek-speak)?
- Do they complete projects on time and on budget, or does every project end up taking longer and costing more than you expected?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- 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, or do you feel as though they are learning on your dime?
- Do you have to manage their progress on projects, or do they provide frequent updates, status reports, and follow-up calls and e-mails?
- Do they offer flat-rate or fixed-fee project quotes, or do they give themselves a wide open playing field with “time and materials?”