



7 Questions

TO ASK IT SUPPORT PROVIDERS IN UTAH

Before choosing an IT provider, make sure you ask the questions that reveal how they support security, responsiveness, growth, and long-term success.

1. What Services Are Included in Your Outsourced IT Support?

- Do you provide fully managed IT services, co-managed IT support, or both?
- Is unlimited help desk support included?
- Do you provide onsite and remote support?
- Are network monitoring and maintenance included?
- What services cost extra beyond the monthly agreement?
- Can you customize services to fit our business needs?

2. What is our Response Time for IT issues?

- What is your average response time for support requests?
- Do you offer guaranteed Service Level Agreements (SLAs)?
- How are emergency issues handled?
- Do you provide after-hours, weekend, or holiday support?
- How can users submit support requests?

3. What Cybersecurity Services Do You Provide?

- Do you offer managed cybersecurity services?
- Is endpoint protection included?
- Do you provide security awareness training for employees?
- How do you monitor for threats and suspicious activity?
- Do you offer multi-factor authentication (MFA) support?
- How do you handle cybersecurity incidents?
- Are regular security assessments performed?

4. What Experience Do You Have With Businesses in Our Industry?

- How long have you been serving businesses?
- Do you work with companies in our industry?
- Can you provide client references or testimonials?
- Are your technicians certified?
- Have you supported businesses of our size before?
- What industry-specific challenges are you familiar with?

5. How Do You Help Businesses Scale and Grow?

- Can your services grow with our business?
- Do you help with strategic IT planning?
- Can you support multiple locations and remote employees?
- Do you provide cloud migration services?
- How do you handle technology upgrades and expansions?

6. What Are the Contract Terms and Pricing Structure?

- Is pricing fixed, variable, or usage-based?
- Are there setup or onboarding fees?
- What is the contract length?
- Are there cancellation fees?
- What services are excluded from the agreement?
- How are projects outside the contract billed?
- Are contract terms clearly documented?

7. How Do Clients Rate Your Service?

- Can you provide recent customer references?
- What is your client retention rate?
- Can you share success stories or case studies?
- What makes your company different from competitors?

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