

BEFORE YOU CHOOSE AN IT COMPANY

18 Questions Every Business Should Ask

SUPPORT & RESPONSIVENESS

1. Do you offer live support, and what is your guaranteed response time for emergencies?
2. How do you handle non-emergency support requests?

PROACTIVE MANAGEMENT

3. How do you monitor, patch, and maintain systems proactively?
4. How do you prove that proactive work is being done?
5. Do you use documented technical standards and review our environment against them regularly?

CYBERSECURITY & RISK

6. What cybersecurity protections are included in your standard IT support?
7. Will your services help us qualify for and maintain cyber insurance coverage?
8. How do you secure Microsoft 365, cloud accounts, and user access?
9. How do you handle employee onboarding and offboarding?

BACKUP & RECOVERY

10. How do you verify backups?
11. How often do you test restores?

STRATEGY & PLANNING

12. Do you meet with clients regularly for strategic IT reviews, budgeting, risk review, and future planning?

TRANSPARENCY & OWNERSHIP

13. What is included in the monthly agreement, and what costs extra?
14. Do you explain recommendations in clear business terms instead of technical jargon?
15. Will you provide complete network documentation and admin access?
16. What happens if we decide to leave? Will you support a clean transition?
17. Do you carry cyber liability and errors and omissions insurance, and will you provide proof of coverage?