IT Support Provider Selection Questionnaire

Choosing the right IT support provider starts with asking the right questions. Before signing an agreement, make sure you understand how the company delivers support, manages security, and plans for future growth.

1

Question:
What services are included in the agreement?

Listen for:

- Proactive monitoring
- Help desk support
- Cybersecurity
- Backup and disaster recovery
- Network management
- Microsoft 365 support
- Strategic planning
- Documentation

Red Flag:

"We'll handle issues as they come up."

2

Question:
How is pricing structured?

Listen for:

- Fixed monthly fee
- Predictable costs
- Transparent pricing
- No hidden fees
- Clearly defined scope

Red Flag:

"It depends" without a clear explanation.

3

Question:
What are the expected response and resolution times?

Listen for:

- Service Level Agreement (SLA)
- Guaranteed response times
- Priority levels
- Escalation process
- 24/7 monitoring

Red Flag:

"We respond as quickly as possible."

4

Question:
How are critical issues escalated and handled?

Listen for:

- Escalation procedures
- Incident response
- Business continuity
- Emergency support
- Communication plan

Red Flag:

No documented process for major outages.

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5

Question:
What cybersecurity services are included?

Listen for:

- Endpoint protection
- Multi-factor authentication (MFA)
- Security monitoring
- Threat detection
- Vulnerability assessments
- Security awareness training
- Incident response

Red Flag:

"We use antivirus."

6

Question:
How can you manage and secure our network?

Listen for:

- Firewall management
- Network monitoring
- Wi-Fi optimization
- Network security
- Performance management
- Scalability

Red Flag:

"We only fix network issues when something breaks."

7

Question:
Do they support cloud platforms such as Microsoft 365?

Listen for:

- Microsoft 365 expertise
- Cloud migrations
- Azure support
- Email security
- SharePoint
- Teams support
- Cloud backups

Red Flag:

Limited experience with cloud platforms.

8

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Red Flag:

"We'll handle issues as they come up."

9

Question:
How will you support our business as we grow?

Listen for:

- Scalability
- Strategic planning
- Technology roadmap
- Scalability
- Strategic planning
- Technology roadmap

Red Flag:

No discussion about future needs, expansion, or long-term planning.

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