



15 QUESTIONS FOR YOUR TECH SUPPORT

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IT for your business

radius180
Managed IT Solutions

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15 QUESTIONS FOR YOUR TECH SUPPORT

CUSTOMER SERVICE:

1. Do they answer their phones live or do you have to leave a voicemail and wait for someone to call you back?

We answer our phones live from 8AM to 5PM and provide an emergency after-hours number clients can call if a problem arises — including weekends. Many of the executives we support work outside typical business hours — it's the most productive part of their week. If they can't access their computer network and can't reach anyone to help them, we're not doing our job correctly.

2. Do they offer a written call response-time guarantee?

We guarantee a technician will be working your issue within 60-minutes-or-less of your call. This is documented in our service agreements — it's standard procedure for us.

3. Do they take the time to explain what they're doing, answer your questions, and make sure that you really understand (no geek-speak) what caused the issue, what they've done to correct it, and steps toward preventing it in the future?

We conduct regular review meetings with our clients to suggest new ways to improve their operations, lower costs, increase efficiencies and resolve any problems that may be brewing. Our goal is to help our clients be more profitable, efficient and competitive.

4. Do they provide detailed invoices that clearly explain what you're paying for?

We provide detailed invoices that show what work was done, why, and when so you never have to guess what you're paying for.

5. Do they have adequate Errors and Omissions Insurance and Workers' Compensation Insurance to protect your business?

If they cause a problem with your network that results in hours, or days, of downtime or data loss, who's responsible? If one of their technicians gets hurt at your office, who's liable? We are appropriately insured with both E&O and Workers' Compensation insurance. You need never worry.

6. Do they guarantee project completion on-time and on-budget?

All projects are fixed-priced and guaranteed, in writing, to be completed on-time. Some providers quote only "time and materials," which leaves a lot of gray area. You could end up feeling nickel-and-dimed whereas we work within an agreed upon cost. "Time and materials" arrangements also leaves a lot of flexibility on the scheduling of your project and you may not see resolution for a great deal longer than you'd hoped.

MAINTENANCE OF YOUR NETWORK:

7. Do they remotely monitor your network 24/7 to keep critical security settings, virus definitions and security patches up-to-date, preventing problems before they start and limiting downtime during business hours?

Our remote network monitoring system watches over your network constantly to identify potential security issues and other problems so we can address them before they turn into bigger complications.

8. Do they have multiple technicians on-staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

We have a team of technicians who keep detailed network documentation — think of it as a blueprint of your network — and detailed information on work in progress. Our techs update every client's account regularly and any one of them can pick up where another has left off.

"93% of companies that lost their data for 10 days or more filed for bankruptcy within one year, and 50% filed for bankruptcy immediately."*

*(Source: National Archives and Records Administration in Washington)

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BACKUP AND DISASTER RECOVERY:

9. Do they maintain off-site and on-site backups?

Redundancy is the crown jewel of business continuity. Hybrid Cloud is our preferred backup solution. Read more about the benefits of Hybrid Cloud at our blog: "[SMBs Benefit Most from Hybrid Cloud Solutions](#)."

10. Do they run regularly scheduled test-restores of your backups to ensure your data isn't corrupt and could be restored in the event of a disaster?

We perform monthly "fire-drill" test-restores from backup for our clients to ensure their data can be recovered in the event of an emergency. The worst time to test a backup is when you desperately need it.

11. Do they back up your network before performing any type of project or upgrade?

We absolutely do. It's a simple precaution in case of hardware failures or software glitches which can cause major problems and extend the scope of getting your network back up and running.

TECHNICAL EXPERTISE AND SUPPORT:

12. Do their technicians participate in ongoing training — or are they learning on your dime?

99% of applicants don't make it through our evaluation process. We want only those technicians for whom IT is a passion — something they truly enjoy and engage in ongoing professional development in.

13. Do their technicians arrive on time and are they professionally dressed?

Our techs are professionals. They dress in radius180 branded polo shirts and dress pants and show up on time. On the rare occasions when they're prevented from timely arrival, the client is notified immediately.

14. Are they familiar with (and can they support) your unique line of business applications?

We take ownership of problems with line of business applications. We can't fix faulty software — but we will be the liaison between you and your vendor and will see the issue through to resolution. We'll see it through to the applications working smoothly for you again. This is part of our [Vendor Management](#) service...

15. When something goes wrong with your Internet service, phones, printers or other IT services, do they help or do they refer you to that service provider?

[Vendor Management](#) is our most popular service. It literally means we manage your vendors for you. We spend whatever time it takes on the phone. We speak the lingo. We make sure they have all the information they need about your system to fix the problem. And we see it through to completion. We even keep track of your contracts with these providers so you don't miss renewals or changes that could slip through the cracks and interrupt service.

"radius180 takes care of my network and helps my staff stay productive. In short, they run my IT so that I can run my business."

Relax, we've got IT.

It's time to up your business continuity game with scalable, custom tech support and access to enterprise-level solutions within your budget.

Call 856-282-1131 today. We're here to...

Help!

