


# It's time for an IT Service Provider Pop-Quiz!

Do you **know** you're getting the best service available? Do you **know** your "guy" is protecting you from downtime, viruses, data loss and other expensive disasters? Do you **know** how soon you'll be back up and running if massive data loss occurs?

How Does Your Current IT Service Provider Compare?	Them.	
Do they answer the phone LIVE and respond to emergencies promptly?		
Are they easy to reach and highly responsive when you need them — even for non-emergencies?		
Do they monitor, patch and update your computer network's critical security settings daily? Weekly? At all? How do you know for sure?		
Do they monitor your network 24/7 to spot, and fix, developing problems?		
Do they 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're paying for?		
Do they explain what they're doing and answer questions in terms you can understand?		
Do they complete projects on time?		
Do they follow up on your requests quickly?		
Do they offer any guarantees on their services?		
Do they arrive on time and dress professionally?		
Do they present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?		
Do they have multiple 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 certifications and participate in ongoing training?		
Do they offer to meet regularly to review your business plan, your network status and their own performance in supporting your company?		
Do they provide 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"?		
Do they listen to you?		
Are they adamant about back-ups and having a disaster recovery plan in place?		

Get our complimentary resource, [15 Questions for Your Tech Support](http://www.radius180.com/15questions), today at [www.radius180.com/15questions](http://www.radius180.com/15questions) and see how your current provider compares.