

Things to Consider When Changing IT Service Providers

Changing IT service providers can be daunting, stressful and something that you probably don't want to think about for those exact reasons! Ensuring all your IT requirements are taken care of by the right organisation is a very important decision to make and here at BCS, we understand that. We work alongside our clients, as an extension to their organisation.



Here are fourteen key questions to consider when looking for or reviewing an IT partner:

Do they have clearly defined delivery areas which can be explained?

What are their delivery areas? Are they limited to just helpdesk and procurement? Have they mentioned implementation of best practices, documentation of the network and the technical account management role?

Do they have 1st, 2nd and 3rd line engineers or defined roles for providing their delivery areas?

Helpdesk is only one aspect of IT support. If they don't have people at all levels, how confident are you that they can deliver?

Describe the process of a support request goes through from start to finish?

The model answer would look like – "A support request is made, a ticket is created in their ticketing system, an acknowledgement is sent to the client, an engineer is assigned, the ticket is worked, the ticket is closed, a notification is sent to the client informing them of the status and there is a follow-up to ensure quality control."

Describe the process for keeping us informed about the general status of our network?

Do they send you automated reports or will someone meet with you on a regular basis?

Describe the process you use to ensure our network is compliant with industry accepted best practices?

This should be a documented process that is completed at frequent intervals.

How frequently will an inventory of our technology assets be reviewed and updated?

It is important that they are doing it without you having to prompt them.

Describe the process you use to keep our network documentation current?

Do they have a process to regularly review and update it?

In addition to any automated monitoring you may be doing, how else will you be ensuring our network is not at risk?

Relying on automated tools leaves your network at risk. Hopefully any provider will be able to detail their process to periodically conduct a manual check.

How frequently will someone meet with us to give us a big picture overview of our systems and discuss our strategy?

They should have scheduled meetings to review the overall state of your investment.

How far ahead will you plan our technology purchases?

Purchases should be planned as far out as possible to reduce costs and allow budget flexibility. Typically, a 3-year-plan is not unreasonable.

Tell me about your on-boarding process for new clients?

A well-defined on-boarding process is critical to building a foundation for good support.

Describe the process you go through when developing a disaster recovery and business continuity plan for us?

Disaster recovery planning is a critical part of IT management.

Describe the process for ensuring our network is properly backed up?

Checking a backup log is not enough. We want to know they perform test restores to know that backup is working correctly.

What KPIs do they track?

Key metrics that should be measured are numbers of tickets (incident requests) per computer per month. This is the key to knowing the value and results a client is getting.

Please feel free to call us on 01843 572600 or email hello@365itsupport.co.uk if you would like any advice on your current IT support. We're always happy to help!