

21



QUESTIONS

**YOU NEED TO ASK
BEFORE CHOOSING AN
I.T. PROVIDER**





21 Questions You Need to Ask Before Choosing an IT Provider

Company:				
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1	Do they answer their phones with a live person every time you call?				
2	Do they provide accurate timelines to resolve issues quickly, on time and on budget, guaranteed?				
3	Are they a local company who can serve you in person AND at the job site?				
4	Do they take the time to clearly explain what they are doing to keep you informed?				
5	Is their support designed to meet the unique needs of your construction business?				
6	Do they cross-train their staff so you're always being helped by someone who knows you and your business?				
7	If you have an after-hours emergency, do they have support available 24/7?				



Ready to check every box?

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8	Is it standard procedure for them to provide detailed invoices and written documentation for all your critical passwords, hardware inventory, licenses etc?			
9	Is their team led by someone with years of experience working in construction?			
10	Do they offer essential services like computer setups, remote support, and emergency after-hours support WITHOUT extra fees?			
11	Do they offer a clear, stress-free onboarding process that makes it simple for you to make the switch?			
12	Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?			
13	Do they stay up-to-date on the latest cybersecurity threats and continuously improve their defense to best protect you?			
14	Do they help build a cybersecurity culture by training your staff with the best practices for staying secure online?			



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15	Do they recommend using multiple methods, like passwords and phone codes, to secure your accounts?				
16	Do they take a proactive approach to stop cyberattacks and tech issues BEFORE they cause problems?				
17	Do they consistently test data backups to verify the data can be restored in the event of a disaster?				
18	Do they have a written plan to quickly and remotely restore your systems if disaster struck?				
19	Do they offer solutions that allow you to work anywhere, anytime?				
20	When something goes wrong with your technology, do they own the problem and work tirelessly to fix it?				
21	Do you feel confident they truly understand your construction business and care about your success?				



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