

# 21 Questions

Every Manufacturing Company  
Needs to Ask When Evaluating  
IT Providers



**Company:**



|           |   |  |  |  |  |
|-----------|---|--|--|--|--|
| <b>1</b>  | Is their support designed to meet the unique needs of your manufacturing environment?   |  |  |  |  |
| <b>2</b>  | Do they provide accurate timelines to resolve issues quickly, on time and with minimal production disruption, guaranteed?                               |  |  |  |  |
| <b>3</b>  | Are they a local company who can serve you on-site at the shop floor when needed?   |  |  |  |  |
| <b>4</b>  | Do they take the time to clearly explain what they are doing instead of using geek speak?   |  |  |  |  |
| <b>5</b>  | Do they answer their phones with a live person every time you call?   |  |  |  |  |
| <b>6</b>  | Do they cross-train their staff so you're always being helped by someone who knows you and your business?   |  |  |  |  |
| <b>7</b>  | If you have an after-hours emergency, do they have support available 24/7?  |  |  |  |  |
| <b>8</b>  | Is it standard procedure for them to provide detailed invoices and written documentation for all your critical passwords, tech inventory, licenses etc? |  |  |  |  |
| <b>9</b>  | Do they help you plan ahead so your technology supports your business goals, not just today's needs?  |  |  |  |  |
| <b>10</b> | Do they offer essential services like computer setups, remote support, and emergency after-hours support WITHOUT extra fees?                            |  |  |  |  |
| <b>11</b> | Do they offer a clear, stress-free onboarding process that makes it simple for you to make the switch?  |  |  |  |  |



**Ready to check every box?**

Get in touch with Attain Technology today to make the switch to stress-free IT support.



401-400-0813



[www.attaintechnology.com/manufacturingcall](http://www.attaintechnology.com/manufacturingcall)

**Company:**



|           |  |  |  |  |  |
|-----------|--|--|--|--|--|
| <b>12</b> | Do they have adequate errors and omissions insurance as well as workers' compensation insurance to protect YOU?                              |  |  |  |  |
| <b>13</b> | Do they stay up-to-date on the latest cybersecurity threats and continuously improve their defense to best protect you?                      |  |  |  |  |
| <b>14</b> | Do they train your staff, including those on the shop floor, in cybersecurity best practices to reduce human error and protect your systems? |  |  |  |  |
| <b>15</b> | Do they help secure access to your production systems and machinery to prevent unauthorized changes?   |  |  |  |  |
| <b>16</b> | Do they take a proactive approach to stop cyberattacks and tech issues BEFORE they disrupt production?                                       |  |  |  |  |
| <b>17</b> | Do they consistently test data backups to verify the data can be restored in the event of a disaster?  |  |  |  |  |
| <b>18</b> | Do they have a written plan to quickly and remotely restore your systems if disaster struck?   |  |  |  |  |
| <b>19</b> | Do they work with manufacturing and software vendors to help keep your machines running and productive?                                      |  |  |  |  |
| <b>20</b> | When something goes wrong with your technology, do they own the problem and work tirelessly to fix it?                                       |  |  |  |  |
| <b>21</b> | Do they treat you like a business partner, committed to helping your manufacturing business succeed?   |  |  |  |  |



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