HOW DOES YOUR I.T. GUY STACK UP?

How can you tell if you are receiving poor or substandard service?

Could your current technician actually be jeopardizing your network?

"Once TbyD diagnosed the problems, it all happened very quickly—from discussion about what we needed specifically for our business, to the ordering, to the installation of the server, the upgrading, and the migration of all our files and data. This decreased our service calls to I.T., increased our productivity, increased our computer/network speed and efficiency, made our workplace more efficient, and made us more efficient."

- Tracey Ediger, Office Manager/E.A.R.S. Program Coordinator, Winnipeg Transition Centre

How do you know if your computer guy is doing everything possible to secure your network from downtime, viruses, data loss, or other frustrating and expensive disasters?

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TAKE THIS QUICK QUIZ TO FIND OUT!

HOW DOES YOUR CURRENT COMPUTER GUY STACK UP?

◊ Do they respond to emergencies in an acceptable time frame?

◊ Are they easy to reach and responsive when you need them for non-emergencies?

◊ Do they offer an on-going maintenance program to keep critical security setting and patches up-to-date?

◊ Do they offer a monitoring system to watch over your network 24/7 for 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 are paying for?

◊ Do they explain what they are doing, and answer your questions in terms that you can understand?

◊ Do they complete projects on time?

◊ Do they follow up on your requests quickly?

◊ Do they arrive on time and dress professionally?

◊ Do you feel as though they know what they are doing, or are learning on your time?

◊ Do they take their time and ensure everything is working correctly, or do they seem constantly rushed?

◊ Are they focused on your company while they are there, or do they take calls while working on your network (and your dime)?

◊ Do they listen to you?

◊ Are they adamant about backing up your network and having a disaster recovery plan in place?

◊ Do they offer to meet with you to review your business plans, your network status, and their own performance in supporting your company?

◊ Do you have to manage their progress on projects, or do they provide frequent updates, status reports, and follow-up calls and emails?

◊ Do their projects always end up costing more and taking longer than you expected?

◊ Do they offer flat-rate or fixed fee project quotes, or do they give themselves a wide open playing field with "time and materials"?

If your technician did not score a "yes" on every point, you could be paying for substandard support.

Technology by Design

We Make I.T. Work!

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