

# Attitude IT Services Provider Comparison Chart

<b>Use This Checklist To Compare IT Services Providers Before You Make Your Decision</b>	<b>Company A</b> <hr/>	<b>Company B</b> <hr/>	<b>Company C</b> <hr/>	
Do they answer their phones live?				✓
Do they have a written, guaranteed response time to support tickets you submit?				✓
Do they provide weekend and after-hours support, or is that extra?				✓
Do they take the time to explain things in plain English? No “geek speak”?				✓
Do their technicians arrive on time and dressed professionally?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they have adequate errors and omissions, business liability and workers’ comp insurance to protect YOU?				✓
Do they <u>guarantee</u> to complete projects on time and on budget IN WRITING?				✓
Do they insist on monitoring your network 24/7/365 to PREVENT problems from turning into downtime, viruses and other issues?				✓
Do they provide access to an annual 3 <sup>rd</sup> Party Assessment?				✓
Do they provide you with full zero trust cyber support from email to firewall protection?				✓
Do they have other technicians on staff who are familiar with your network, or are they a “one-man band” who could go sick or missing when you really need them?				✓
Is their “all-inclusive” support plan TRULY all-inclusive? What’s NOT included?				✓
Do they insist on monitoring on-site AND off-site backups?				✓
Do they insist on doing periodic test restores of your backups?				✓
Do they insist on backing up your network BEFORE a project or upgrade?				✓
Will they provide a disaster recovery plan for getting your network restored fast in the event of a disaster as part of their service, or is that extra?				✓
Is their help desk team located in Ontario and do they schedule regular in-person meetings?				✓
Do their technicians maintain certifications and participate in ongoing training?				✓
Do they provide cybersecurity training to your employees?				✓
Do they provide a comprehensive cybersecurity protection Plan and Cyber Hygiene Checklist?				✓
Will they create and help you enforce an Acceptable Use Policy (AUP) for your staff and help you enforce and create company tech policies?				✓
Will they contact and work with your vendors to schedule updates and assist when unexpected events like power outages occur to make sure you do not have downtime?				✓
<b>Your Choice...</b>				✓