HONEST • COMPETENT • RESPONSIVE • FAIR PRICED • RELIABLE • GUARANTEE • EXPERIENCED

# TIPS YOU MUST KNOW BEFORE HIRING AN IT SUPPORT COMPANY

# THIS GUIDE AIDS YOU WITH THE QUESTIONS AND CONCERNS YOU SHOULD ADDRESS BEFORE HIRING AN IT CONSULTANT COMPANY.

The advice and tips in this guide will help you choose a quality IT Support firm in your area. Choosing the wrong IT Support Company will end up costing time, data-loss, and a lot of money. This guide has been created to help you find the right IT Company that will relieve your IT headaches and won't cause you typical IT provider frustrations due to poor services and poor communication.

## THIS GUIDE WILL HELP YOU DISCOVER....

- Secrets about the IT services industry that most Small Business managers and owners don't know; and many IT providers never tell them about

- The top 20 questions that will reveal within minutes if your IT Support provider is unethical or incompetent

- Misconceptions that occur while hiring an IT consultant and tips to avoid common misunderstandings BEFORE hiring a support company

- Viruses, malware, spyware and hackers: What you need to know

- Mistakes to avoid when choosing an IT Support Firm.

- One surefire sign that you should **run** – not walk – away from a computer support firm

## ABOUT THE AUTHOR....

Jason Kidman founded SOS | Support in 2004. Jason has always had a passion for IT and computers.

He has turned his passion into profession launching SOSISupport – an IT Services tailored to Small Businesses, Medical, Senior Living Facilities and Home Offices.

Integrity, strong values and a great communication excel SOSISupport's level of services!

# DID YOU KNOW THE COMPUTER REPAIR/CONSULTANT INDUSTRY IS NOT REGULATED?

**This is not commonly known and an embarrassing fact about the IT Support industry:** it is not regulated like other professions. Anyone can claim they are computer repair experts, but this is not the case. In fact, many of the businesses in the computer repair/consultant industry started because the owner was fired or laid off and couldn't find work elsewhere. This means those claiming to be "experts" could be useless or incompetent and may cause more damage than good to your Business IT Network and Data.

Most industries from Lawyers to Plumbers are heavily regulated to protect the consumer from receiving substandard work (getting "ripped off"). However, the computer industry is still highly unregulated and lacks laws to protect the consumer.

THIS IS ONE OF THE MAIN REASONS THIS GUIDE WAS CREATED – TO PROTECT OTHER SMALL BUSINESSES.

This guide will inform you of the benefits in a Professional IT outsource company and will give you useful information to help avoid unethical or incompetent people who claims to be the "computer consultants."

The purpose of this guide is to help you navigate through the so-called "computer repair experts, IT firms, managed solution providers, IT Support providers" to make the best choice for your business needs.

Even if they are honestly trying to do a good job for you, their inexperience can cost you with your network's speed, performance, lost or corrupt data files, lack of employee efficiency, and more. There are many reasons I decided to write this guide. A main reason is to make sure you have high expectations and high standards while you receive reliable, fast, quality IT support.

# Q&A'S: QUESTIONS YOUR COMPANY MUST ASK ANY IT SUPPORT PROVIDER BEFORE HIRING THEM!

## BACKUPS AND DISASTER RECOVERY:

**1. Question:** How do you monitor onsite and offsite backup's in case you lose data? Can I rely on you to provide my backups?

**Answer:** We know the value of backup and provide tailored, high-level backup solutions because we know they are incredibly necessary. Additionally, we provide remote backups to our clients. It doesn't matter to us how big or small your data is or if you have 1 system or 50.

**2. Question:** Do you INSIST on doing periodical tests to confirm you are will not lose your data in a server down repair process? Can the backups be accessed in case of a major disaster?

**Answer:** SOS|Support provides frequent and regular data monitoring and backup service that insures data can be recovered. We take care pre-cautions of clients' data and help prevent disasters. Our systems always use the highest levels of security/encryption to keep data safe.

**3. Question:** Does your IT Company back-up your network prior to the system upgrade as standard practice?

**Answer:** SOS|Support plans in detail the upgrade/roadmap to be as simple and safe process as possible. In case of hardware or software failure we first secure your network then perform upgrades.

**4. Question**: If we were to experience a major disaster, do you have a written plan for a Disaster Recovery Plan? How can our data could be restored FAST and/or enable you to work with the least amount of downtime?

**Answer:** We always deliver up-front an easy to understand disaster recovery plan. We always provide the client the full disaster recovery plan.

# CUSTOMER SERVICE

**5. Question:** Does your IT Support Company answer phone calls/emails right away or do you have a response time greater than a few minutes? What measures are in place to make sure we are responded to quickly?

**Our Answer:** The SOS|Support team is available to answer your phone calls 24 hours/day, 7 days/week. We provide exceptional customer support. We work to resolve your problems efficiently. We know and understand the value of your time.

**6. Question:** Does your IT Support company offer guaranteed response time after your call?

**Our Answer:** Once you contact SOS|Support, we make it a goal to have a response within 20 minutes if not immediately. We open necessary support tickets and dispatch to our technicians.

**7. Question:** Does your company take responsibility and keep us updated with what's going on with our network? Do you stand ready to answer all of our simple, technical or non-technical questions?

**Our Answer:** The SOS|Support model is built around being pro-active. Our staff will answer all of your questions and let you know the problems in terms you can understand (we don't speak geek). We help you in a sincere manner without belittling your computer knowledge.

**8. Question:** Does your IT Support Company consistently (and proactively) offer new ways to improve your network's performance? Or do you wait until you have a problem to make recommendations? (Rhetorical question, yes)

**Our Answer:** Our management and technicians are alerted through our 24/7 network monitoring technologies that can be used to resolve your computer issues. We conduct regular team meetings to find the best ways to resolve IT issues and increase efficiency for our clients. We set goals to help our clients in a more pro-active way.

**9. Question:** Do you provide detailed service reports and/or detailed invoices about the services you are performing?

**Our Answer**: We provide a real time ticketing system with a client portal. You can login at any time to view our daily updates on work performed. We understand the need to document carefully and thoroughly. Your invoices also contain details of each service provided. Our administration takes extra time assuring the invoice accuracy before sending and make sure clients are well taken care of.

**10. Question:** What is your Company guarantees of project completion?

**Our Answer:** As a well structured IT firm we guarantee to complete the project on time. The completion time is important to us. The unethical or unprofessional "computer guys" never tell you an exact timeline

(or will over promise and under deliver). In the case unforeseen issues arise, we are known for our resilience and commitment to finish the project. We encourage you to contact any of our clients as references.

# MAINTENANCE OF YOUR NETWORK

**11. Question:** What is your IT Firm's business working hours and availability? What happens when something happens outside of normal business hours?

**Our Answer**: In short, IT never sleeps! We have typical business hours but also have technicians on call for after-hours emergencies. We also schedule large projects for after-hours or weekends as needed to prevent downtime for your business. We provide 24/7 monitoring support and have an eye to resolve problems, security issues and other threats that could turn into bigger problems. It doesn't matter how big or small your problem is; we will do our best to prevent and fix them; day and night.

**12. Question:** Does your IT Support Company have multiple technicians on staff who are familiar with our network and can assist us in case our regular technician is unavailable?

Our Answer: This question is one we are asked all the time: "What if our regular tech is sick or goes on vacation?" If this is a concern, you are absolutely right. SOS|Support is a team, with multiple skillsets, who are capable to handle all of your company's IT issues. Our detailed documentation of client networks and past work orders helps us with every new service request, no matter whom the technician. Our organization and communication make it possible for any of our technicians to work on service requests. Again, with our team approach, we do not isolate each client to only one contact!

**13. Question:** Does your IT Company provide us with regular updates and monthly reports regarding the health and security of our workstations, servers and security? Do you provide us with reports on how often your technicians work on our computers?

**Our Answer**: We provide industry leading detailed monthly reporting to our clients. You receive a "health score" of your network, and we provide you detailed updates of your systems and security. We also deliver robust quarterly reports according to our client's requirements (HIPAA for example). In addition to all of this, the reports include every time our technicians connected to your network.

**14. Question:** Does your IT Firm provide documentation that contains all details including software licensing, passwords, hardware information and user information?

**Our Answer**: We provide upon request all of this documentation. This is NOT common practice for most IT Support companies to practice good record keeping, but we consider it a must-do if we are to be a leader in our industry.

# TECHNICAL EXPERTISE AND QUALIFICATIONS:

**15. Question:** Is your IT staff familiar with different types of software such as our industry-specific software needs?

**Our Answer:** We either know or we will learn your businesses industry-specific software. We have been learning industry-specific software platforms since we started in 2004 and have decades of experience. Our technicians are familiar, or will become familiar, with your specific needs. We also act as your liaison between your business and the industry-specific software's technical support as needed.

**16. Question:** Is your IT Firm professional? How are the response times of the technicians when I call for a service request?

**Our Answer**: We have a professional team that can always be reached in case of support you need from us, whether scheduled or emergency. We dress professionally and show exemplary professionalism during the service calls.

**17. Question:** What if there's a problem with our Internet, phone system, credit card reader, scanner or printer?

**Our Answer:** We own your problems no matter what they are! During our support calls we try to resolve these issues as well. This is another way we are making our services better compared to other IT support companies. If the issue is outside the realm of our support, we do our best to get the right parties involved.

**18. Question:** Do you provide support for third-party National or International Software vendors?

**Answer**: We routinely act as your liaison for industry-specific software and applications. An example of this is highly complex Electronic Healthcare Medical charting systems (EMR's) which is specific to the medical industry. We have decades of combined "liaison" experience in multiple industry's. Medical is just an example. Other examples can be: CRM's, Woodworking, Construction, Legal, Accounting, Financial, Wholesale & Manufacturing, Retail & Point of Sale.

## COSTLY MISCONCEPTIONS ABOUT COMPUTER MAINTENANCE & REPAIR

☑ Non-Genuine software licensing getting sold to you

☑ Actual response time to service requests – not as advertised!

☑ Salesmen "cutting corners" to make the sale – and then you rarely hear from them again! (Until next month's payment is due)

☑ Lengthy Contracts are Required!? We have never required lengthy contracts! Our proof is in our level of service

☑ A general lack of honesty and integrity from your "IT Specialist"

## AVOID THESE 4 MISTAKE WHEN CHOOSING AN IT SUPPORT PROVIDER

### 1. Don't choose them based on one phone call!

When we onboard a new client, their #1 most often complaint about their previous IT support is the turnaround time to service requests and the general lack of caring. We recommend you spend some time to meet with a few different IT Support companies and really get to know them. Ask for references and call them!

The process of finding a new IT Support company starts with phone calls and emails but you should schedule meetings or consultations with them where you can ask them the above shared questions.

On the other hand the competent professional starts with an audit of your computer issues and lets you know which parts/software/upgrades/changes need correction and all processes will be thorough and documented.

We have met a number of people who claim they are the experts in computer repairing but they are not. Your computer repairing process typically starts with a phone call but you must ask them the above-shared questions. On the other hand the competent professional starts with an audit of your computer issues and lets you know which parts/software need correction and all things will be in written format.

## 2. Choosing a Computer Consultant with a lengthy contract:

The expert IT firm knows how to fix things right and they are competent with your systems. In our experience, people just want an honest IT firm. Our belief is that we let our service quality and team approach speak for itself. We do **not** require contracts! On the contrary, we provide written service level agreements so our clients know exactly what they can expect.

## 3. Choosing them without speaking to their current & previous clients:

Before handing over your IT needs to a computer consultant or IT firm you must check their references! If some have only 2-5 routine clients don't take them for your computer repairing. The professional computer consultants have their own website you must check their testimonial section and contact the clients if possible or you may ask your computer guy to share some of their current clients' contact information.

## 4. Choosing computer consultant who cannot monitor your computer network and provide update support remotely:

Today we are living in the era of technology development, with computer technology getting enhanced rapidly. As a professional you must be aware with the computer updates you need. A good IT firm always helps you to be alert with each new update and provide you full monitoring support to avoid preventable problems and be proactive.

## 5. Choose a "one-man shop" approach for cheap prices:

It is not possible to be successful as a "one man shop". There are too many behind the scenes maintenance and services required for quality support. Also in case of emergency, a team is **required** to provide you the quick and quality service you need.

# TRY OUR SERVICES!

## FREE NETWORK HEALTH CHECK FOR ALL PROSPECTIVE CLIENTS WHO WANT TO PUT US TO THE TEST!

AS A PROSPECTIVE CLIENT, WE WOULD LIKE TO OFFER YOU A FREE CONSULTATION AND NETWORK ASSESSMENT **($250 - $1500 VALUE).**

**We Will:**

- ☑ Meet and discuss your IT needs and concerns

- ☑ Perform a non-intrusive network assessment and compile your data into a presentable document

- ☑ Prepare a roadmap, proposal, and game plan/recommendation

- ☑ No pressure ever!

## Why We Care About This?

Thousands of hackers and millions of viruses are hitting the Internet every day! Subpar IT support will not cut it anymore. Not only traditional security, our other focuses are on helping you as your "Consultant." We help you get the most from your employees. This is turn makes your business more efficient. So, why do we care? Well, as good people who want the best for those that support us and allow us to support them – we care. We want your business to grow. You cant grow with dysfunctional computers or employees that spend half their day on social media. We genuinely care about our client's and their IT problems, which is why your problem becomes ours until it is resolved. Every business needs a tailored solution from an IT firm that has the client's best interest in mind. That is why we care!

Since 2004 SOSISupport has been treating clients with the best professional service with their best interest in mind. Our goals include winning the trust of our clients by establishing great long-term win-win relationships.

## Our Values

SOS|Support serves over 50 businesses in Utah on a regular basis. We pride our company on communication, ease of use, reliability, organization, reputation, client satisfaction and personalized service.

# REQUEST YOUR FREE NETWORK HEALTH CHECK TODAY!

## 1. COMPLETE THE CONTACT FORM:

### HTTP://WWW.SOSSUPPORT.NET/CONTACT-US/

## 2. CALL US:  801.563.9700

## 3. EMAIL US:  INFO@SOSSUPPORT.NET

## 4. MAIL US:

SOS Support
PO Box 1443
Draper, UT 84020

## 5. VISIT US:

12397 S 300 E #100
Draper, UT 84020

SOS | Support
YOUR COMPUTER NETWORK LIFELINE

# DOES YOUR CURRENT COMPUTER SUPPORT STACK UP?

Review this checklist to find out! How can you tell if you are receiving substandard or quality IT Services? How do you know if your IT Support Company is doing everything possible to secure your network from downtime, viruses, data loss, or other frustrating and expensive disasters? What about Employee Efficiency? Could your current IT Support Provider actually be jeopardizing your network?

**If your technician or IT support provider does not score a "yes" on every point, you could be paying for substandard support.**

| Yes? | | Yes? | |
|---|---|---|---|
| ☐ | Monitored onsite and offsite backups | ☐ | HIPAA or FISMA secured backups and IT |
| ☐ | Disaster Recovery Plan | ☐ | Reliable and Fast Response Time |
| ☐ | Guaranteed Response Time | ☐ | Pro-Active in nature of services |
| ☐ | 24/7 Monitoring & Support | ☐ | After Hours on Call Hotline |
| ☐ | Client Portal to view service status | ☐ | TEAM approach or 1-2 man shop |
| ☐ | Detailed Monthly Reporting | ☐ | Detailed Documentation |
| ☐ | Industry Specific Software Support | ☐ | Professional manner and dress |
| ☐ | Support for CC readers and phones | ☐ | Liaison support for 3rd party Vendors |