

IT SERVICE PROVIDER SELECTION COMPARISON WORKSHEET

CALL +971 4 397 4392

QUESTIONS YOU MUST ASK BEFORE HIRING YOUR NEXT IT SUPPORT SERVICES PROVIDER	COMPANY A	COMPANY B	COMPANY C	BURHANI
DO THEY HAVE VERIFIABLE CUSTOMER REFERENCES?				✓
Do they provide a response time guarantee?				✓
Do they provide proactive CIO level consultation?				✓
Do they provide clear price estimates & invoices?				✓
Do they guarantee completing projects on time?				✓
Do they provide proactive network monitoring?				✓
Do they provide actionable executive reporting?				✓
Do they create a detailed IT documentation?				✓
Do they use a PSA tool to manage support cases?				✓
Do they assign techs to your account?				✓
Do they have offsite backup solutions?				✓
Do they periodically test backup restores?				✓
Do they have a DR & continuity plan in place?				✓
Are their technicians updated on the latest in IT?				✓
Are their technicians punctual & professional?				✓
Can they support your business software?				✓
Do they take ownership of issues beyond their scope of work?				✓
Do they take adequate precautions when working on your systems?				✓
Do they explain what they are doing in simple words without technical jargon?				✓
YOUR CHOICE...				✓