

# 10

Things you should know about an IT provider and their managed services. See how they stack up against masterIT.



|   | masterIT                            | COMPANY 2                | COMPANY 3                |
|---|-------------------------------------|--------------------------|--------------------------|
| <b>1 .</b> <b>A person answers when you call</b><br>Try it. Call. Call the main number and see if someone answers. An auto-attendant can't fix your computer.   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>2 .</b> <b>The provider is experienced and certified</b><br>Don't trust your network to a start-up. Look for a provider in business for at least 5 years and certified by the MSP Alliance.                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>3 .</b> <b>Free after-hours support</b><br>Our help desk is staffed live 24/7 with an average hold time of just 30 seconds. Your Core equipment is covered 24/7 by our Network Operations Center.                          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>4 .</b> <b>Visit the provider's office</b><br>Is there anyone there? Do they have a secure facility with access control? If they don't want you to stop by, there's a reason.  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>5 .</b> <b>Locally staffed network operations center</b><br>Outsourcing is big in the IT provider marketplace. Make sure their engineers are in the office, not overseas or out on the road.                               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>6 .</b> <b>Scheduled wellness meetings</b><br>How do they manage your account after you've signed up? Does a technology consultant meet with you regularly?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>7 .</b> <b>Unlimited onsite support</b><br>It's not really an "all you can eat" plan if it's only done remotely. In our masterServe plan, onsite support is included along with remote.                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>8 .</b> <b>Business continuity and offsite data backup</b><br>Do they take a holistic approach to ensuring your business and data will be available, even in the case of a disaster?                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>9 .</b> <b>Free Network Assessment and Total Cost Analysis</b><br>masterIT will include a full assessment for documentation and make cost saving recommendations for all your IT spend, on average a 20% savings annually. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>10 .</b> <b>Client satisfaction survey</b><br>Are their clients satisfied by their service? Do they conduct an annual survey and post the results for everyone to view?  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Signature of our representative

A salesperson may say they meet these 10 criteria, but make them sign it - they should stand by every line.

\_\_\_\_\_  
masterIT

### A message from our CEO

Thank you for taking the time to learn more about masterIT. As an experienced managed services provider, we believe you should know what makes us different right up front - so we put it in writing. A lot of providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business, don't trust it to just anyone.

J. Michael Drake, CEO