

The Outsourced IT Hiring Guide



8 Steps to Help You Find Your Perfect Tech

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1) Maintenance vs. Issue Resolution



Know the difference. With regularly scheduled maintenance, you'll experience fewer problems and more reliable service, resulting in greater user productivity. Services that usually fall under this category include technical support that affects a single user, strategic technology planning, and major network changes, upgrades or migrations. Even with regularly scheduled

maintenance, unexpected issues can still pop up, but your chances of preventing a crash and loss of data are greater when you catch issues early.

2) Understand your response time requirements.

Know your needs. When unexpected issues arise, can you afford to wait for an appointment or do you need someone who can be onsite within the hour? Will your office need someone who is available after-hours and on weekends? timing is everything, so make sure your outsourced IT vendor can accommodate the demands of your busy schedule.



3) Location, Location, Location: Onsite vs. Remote?

Know your options.

Outsourcing a full-time onsite tech is like having an in-house IT employee, but without the overhead of paid time off & other benefits. But for most firms that do pro-active maintenance, about 90% or more of their support can be done remotely. Full-time remote support often means you can have one or more dedicated remote



technicians assigned to you, as opposed to classic help desks where you get someone different who has to learn your system every call. Combining scheduled remote maintenance with onsite emergency support as needed is a popular solution.

4) Pick your features wisely.



Know what's important. Many IT vendor support packages come with additional features and benefits such as: 24x7 server and internet monitoring, offsite data backup, disaster recovery planning, business continuity planning, and cloud hosting. Some services are included and some are add-ons,

so make sure to find out exactly how your company will benefit and be sure you have your needs covered before you sign.

5) Focus on the numbers.



Know your budget. Price matters. And while it may not be the first thing on your mind when tasked with finding an outsourced IT vendor, it shouldn't be the last. Do your research to compare several different vendors and then crunch the numbers to find the company that best meets your needs for the best price.

6) Do a pulse check.

Know your vendor's vital stats.

How long have they been in business? How many technicians do they employ? You want to feel confident that your IT support company will be there when you need them most. From banks to airlines to phone companies, you've probably experienced enough mergers & acquisitions to know that when your preferred vendor is struggling, financial compromises often mean an inconsistent or even unrecognizable product.



7) Look for experience with your industry.



Know their clientele. You don't want to be an IT firm's Guinea pig! Different industries, such as legal, architecture, accounting, fashion, design, education, and food all have their own go-to programs and requirements for file storage and sharing. The IT vendor you select should already

have numerous clients dealing with the specific hardware and software solutions you depend upon.

8) Look for experience with both old and new technology.

Know their skill set. A good IT support provider is familiar with older systems, but also keeps up with the latest products and technology advances. Technology transitions are inevitable. A sure sign of an experienced vendor is one who recognizes the weaknesses of your current hardware and software and offers products and services that you may actually want to implement in the future, not someone who is just trying to push the latest "bells & whistles" technology.

