Is Your Next IT Partner a Good Investment?

FREE 10 Step Checklist

Your IT DEPARTMENT

What's Inside?

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Looking for a new IT partner can be difficult.

To try and understand and compare several different offers is tough. Especially if you have no technical background.

At first glance, many IT providers may look like they're offering the same thing and only the price is different. This is never the case.

As with most things in life you get what you pay for! You can't get a Ferrari for Ford money. And the same is true of IT support.

Ultimately, choosing the right IT partner is about understanding exactly what's on offer and getting the best value for money. When it comes to technology, the cheap option is very rarely the best. This guide will explain why.

So, read on to discover the impact of using a 'cheap' IT provider and the difference a quality provider, like Your IT Department, can make.

We'll also provide you with a handy 10-step checklist for choosing the right IT partner.

⚠️ The dangers of low-cost IT support ⚠️

There is a difference between cost and value. Low-cost often doesn't mean good value. In IT support low-cost providers tend to deliver a very different service to their more expensive rivals.

There is an old saying that you cannot have cheap, fast and good. You want good and fast from your IT support provider. So you have to accept that cheap is not an option.

Here are some of the more common problems you might experience with a low-cost IT provider:

- Unqualified, low skilled staff. This leads to poor service and ineffective, short-term fixes.

- A lack of high skilled senior engineers.
This means their is nobody to solve more complex issues and provide robust solutions.

- Little investment in training and personal development. Staff are not kept up-to-date with emerging technologies.

- Poor pay and a bad culture, along with the lack of training, mean high staff turnover and stress amongst those that stay.

- Higher staff turnover means an inconsistent customer experience for you and your team

- Lack of investment in the right technology that will help maintain your devices and resolve your issues quickly.

- You are likely to outgrow a cheaper provider very quickly. They will struggle to keep up with your changing needs as your business develops and grows.

- They fail to stay up-to-date with the latest technology and cyber threats. This places your business at huge risk.

- Adopt a 'break-fix' approach to IT Support . This means they fix IT issues only as and when they occur. There is no proactive monitoring of your systems. Issues are not
identified and solved before they disturb you and your staff.

- IT providers who don't charge enough for their services are at higher risk of bankruptcy. This means a lack of stability for you.

- Only offer day to day IT support. They have little interest in your goals, needs and challenges and how technology can help support these.

Your 10-step checklist for identifying the right IT partner.

Choosing the right IT partner is all about getting the best value for money. But there is a lot to consider. So it can be difficult to understand what's good and what's bad.

We've created a 10-point checklist to help you decide between potential partners. It should help you deduce who will offer you the best value for money.

For each of the steps on the next page score each provider out of ten for each section. Base your score on the information they have given you and your own research.

Once you've completed the checklist, the IT support partner with the highest score is likely to be your best 'fit'.

The checklist will cover:

- References and Reviews
- Client Satisfaction
- Security
- Value
- KPI's
- Reporting
- Stability
- Complaints
- Organisational Structure
- Staff Retention & Rewards

Your 10-step checklist

	Score out of 10		
	Your IT Department	Provider 2	Provider 3
References & Reviews Ask for references from their existing client base. Look at long-term clients and any relevant to your industry or size. This gives you an idea of the strength their client relationships. Alongside this check their reviews on Google.			
Client Satisfaction Ask for real-time evidence of their client satisfaction score. This will prove how accurately they measure this, as well as giving an accurate indication of the level of service they deliver.			
Security Ask how they secure their own business and ensure their network is secure. You want to know that they take their own security seriously if they are going to advise you on yours. They should have certifications such as Cyber Essentials Plus to show the measures they take are effective.			
Value Can they provide evidence of adding genuine value to their clients as opposed to simply offering day to day IT support? This could be through specific IT projects, ongoing IT consulting, or the production of IT roadmaps or plans.			
Organisational Structure Ask for an organisational chart so you can see exactly how many employees they have and how skilled they are. If they have a small team made up of only junior, inexperienced staff, it's unlikely they'll be able to deliver the quick, reliable IT support you need.			
Key Performance Indicators (KPI's) Ask what KPIs they work towards for service delivery and what their targets are. This will demonstrate whether they operate maturely, use good service indicators, and have high enough targets.			
Stability Check how profitable they've been over the last few years. This should be at least 10% to ensure stability.			
Reporting Ask how they report on service, as well as their incident response process. This will also show how proactively they measure and document service delivery and their dedication to providing top quality IT support.			
Complaints What is their compliant procedure? How is this documented? Who are the main points of escalation and what are their contact details?			
Staff Retention & Rewards Growing a team is a positive, it shows the business is moving in the right direction. However, lots of new staff to replace people leaving suggests a problem. How are employees incentivised. It should be in a way that encourages a better service for you.			
Total out of 100			

The value you deserve from you IT partner

You deserve a responsive, proactive IT partner who will solve IT issues quickly and provide informed strategic recommendations to improve performance. If you're not receiving this level of service, it's time to consider switching providers.

At Your IT Department, it's our goal to deliver the best value for money to our clients. We strive to build strong, stable, and long-term relationships, and we understand that things need to be mutually beneficial when it comes to price.

We're dedicated to delivering the best IT experience possible, whilst also making sure our clients can implement technology that maximises their ROI and adds value to their businesses.

If you choose to partner with Your IT, you will receive a consultative, proactive approach to IT support.

Here's some of the things that differentiate us from lower cost providers:

IT Consultancy

Service Delivery

Cyber Security

Communications

IT Consultancy

We've been helping businesses make better technology strategy decisions and resolve technology challenges since 2009.

Our IT consulting service helps define your business' IT strategy. IT moves at a lightning pace and our consulting services will ensure that the right technology and the right strategy is used within your business to deliver the most effective approach to IT.

Whilst many consultancy services offer only the theory we have the ability to both design and deliver strategic projects for our clients.

From office moves, to network redesigns and migrations to cloud computing we've delivered numerous projects on time and on budget.
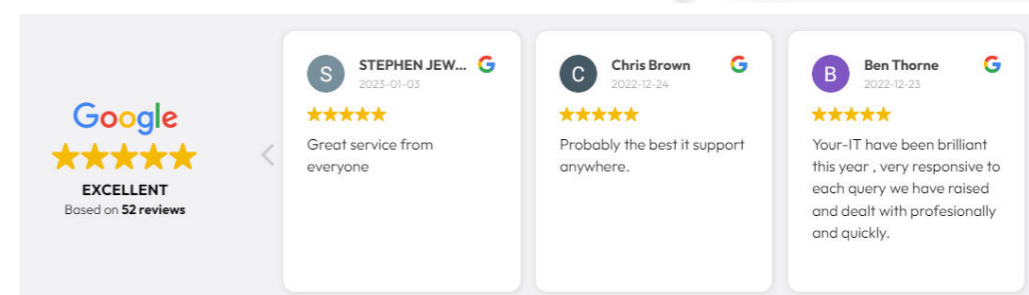
Service Delivery

You deserve quick and reliable IT support from a team of certified IT experts. They should provide sensible, long-term solutions to your IT issues, as well as being friendly and approachable.

✓ Our friendly IT engineers are regularly trained to ensure you receive top-quality IT support, whether that's remote or onsite.

✓ All your IT issues will be managed quickly and effectively, we strive to provide long-term, first-time fixes wherever possible, causing minimal disruption to your business

✓ Your team can get in touch with us via our IT Support Panel app, telephone or email – whichever suits them best

✓ Tickets are automatically escalated if they can't be solved by our first-line team, saving you time and frustration

✓ We proactively analyse all tickets to identify trends and root causes so we can takeaction to prevent similar IT issues occurring in future

✓ IT issues are automatically assigned to the best engineer for the job, speeding up the resolution process

✓ We give you full visibility and reporting on service performance, so you can decidefor yourself if we're doing a good job.

Want to know what our customers think about our service?
Head to:
www.your-itdepartment.co.uk/testimonials

YOUR IT & **CT4N**

Google
★★★★★
EXCELLENT
Based on **52 reviews**

S STEPHEN JEW... G
2023-01-05
★★★★★
Great service from everyone

C Chris Brown G
2022-12-24
★★★★★
Probably the best it support anywhere.

B Ben Thorne G
2022-12-23
★★★★★
Your-IT have been brilliant this year , very responsive to each query we have raised and dealt with profesionally and quickly.

How To Get In Touch

If you want to discuss any of the information in this guide, or get answers to any of the questions, please get in touch.

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