



prepared by

red five

12 SIGNS It's Time To Fire You're IT Company

IT companies are something every business needs. In today's world, much of your business is run online, via email, your website, and any number of other technological tools. You store your important documents and data on servers or on the cloud, and you need someone to help you manage that. But this doesn't mean that you have to settle for just any old IT company. Just like any other service provider, there are good IT companies, and not-so-great ones. The hard part is knowing how to tell which category your current IT company falls in.

So long as your site and server are usually up and working, how do you know if your IT company is really doing a good job behind the scenes? IT isn't always the easiest thing to figure out, and if you don't totally understand it, it can be difficult to tell if your IT service provider is doing it right. Here's how to know if your IT company is still working on your behalf, or if it's time to let them go:

1 **They're Slipping**

If you used to get really great, super-quick service, and you're noticing that doesn't seem to happen anymore, it may be time to let your current IT company go. A good IT company should get back to you with any issue, no matter how small, in a reasonable amount of time. If it's been more than 24 hours since you've submitted your ticket, and you still haven't heard even an "we're looking into the problem," it might be time to say goodbye.

2

Cookie-Cutter Approach

Does it seem like you're getting the exact same service as everyone else? That's a bad sign too. Every company is different, and has different IT needs. Your IT service provider should treat you as such. An online tax accounting company and a home contractor are going to have very different expectations for their level of IT service, and rightly so. If you're not getting the level of service that your business needs, start looking at how you can get out of your contract.

3

High Turnover

If you've called your IT service provider to come out a few times, and you're beginning to notice you never get the same tech, this could be an issue. Every time they send someone new out into the field, they have to train them, which takes a lot of time and effort. If you're always getting new techs, you're probably not getting the most qualified or experienced techs, which is a problem for your company's IT. Techs who are unfamiliar with the company, your employees, or the IT setup of your company, are more likely to make mistakes. A high turnover rate isn't a good sign for your IT service provider.

4

Lengthy Contracts

One big indication of a less-than-stellar IT company is a hard bargain three year contract. If they won't let you negotiate anything shorter, don't have very high hopes. At this point, it's likely that they're just trying to lock you into a contract that's legally binding, and means you have to pay them for the next three years, no matter what. If this is their business model, they're probably not the best fit for your company.

5

Failure to Comply with Contract

If they haven't been out to check on your location in the time frame stated by the contract, or if they aren't running the regular backups they promised in the contract, you have a major issue. A company that doesn't do what they're contractually obligated to do is not a company you want to stay with. Luckily, since they've failed to comply with the contract, it should be fairly easy for you to get out of it.

6 No Clearly Defined Deliverables

Most decent IT companies will outline in the contract a few deliverables. Whether this is a number for maximum downtime, or how often they'll run updates, it should be clear and specific. The last thing you want is a vague contract. Look in the contract, as well as any content they give you, for clearly defined deliverables that you can recognize to ensure that they're not just scamming you.

7 No Regular Contract

If the only time you talk to your IT company is when there's an emergency, it might be time to move on. A good IT company will schedule regular annual or quarterly reviews to tell you what's happening with your system. They'll also suggest updates that would benefit your company, and talk to you about your technology plan for the future. If none of these conversations sound familiar, your current IT company isn't doing enough for you.

8 Vague Invoices

If your invoice is just one number—the bottom line—every time you get it, you should at least have a serious conversation with this IT service provider. A decent IT company should outline exactly what deliverables they've provided, and how much each cost. Reporting isn't difficult for IT companies, so it should show up clearly on your invoice why you're being billed the number you are, and for what exact services.

9 Billable Hours

If your IT company still uses billable hours, you should find a new provider. Billable hours don't tend to work well for IT services, since they don't measure the quality of the work. Most good IT companies have moved on to a blocked IT management plan, where you pay a flat fee, and they complete the standard services each month to their high standards. That's the type of IT company you should look for.

10 No Monitoring

If your IT company doesn't monitor certain aspects of your IT services, like server downtime, for example, then they're not doing you any good. The point of an IT company is to keep your server running as close to 100% of the time as possible. If they're not monitoring your server, they won't know when it goes down, which means they also won't be able to fix it in a timely manner. You shouldn't be the one to notice an IT issue. Rather, your IT professional should be immediately alerted, begin fixing the problem, and then update you on the situation.

11 No Proactive Services

The best IT companies fix problems before they even happen. They're constantly working, monitoring, looking for potential issues, and creating solutions before anything crashes or goes down. If you've noticed that your server keeps crashing, or you're having a lot of IT issues that seem preventable, then your IT company isn't working proactively. You can do better.

12 Endless Ticketing System

When you need help, you should be able to get it immediately. Companies that have confusing, or unnecessarily lengthy ticketing processes don't function with their customers in mind. If you can't submit a ticket and get a response in a reasonable amount of time, start looking for a new IT service provider.

If you've gone through this guide and you're starting to realize your IT company might not be the best match for you, don't worry! There are plenty of IT companies out there willing to work with your unique company in a way that benefits you. If you have any questions on improving your IT services, make sure to **give RedFive IT a call at 1-877-890-7335, or contact us online today!**