

# WHAT TO LOOK FOR IN AN IT SUPPORT COMPANY



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## Introduction

When you experience problems with your computer systems, regardless of the size of your company, finding an IT support company is a smart choice. Your biggest challenge is wading through the options. What should you look for in an IT support company? There are many businesses that offer support out there with multiple products and services. We have compiled a few key factors to consider when looking for an IT support company.



## Know your needs

Before you can find the right company you need to decide on the type of service, availability and budget you can afford. Do you need an immediate response, 24-7 support, a regular onsite engineer, systems monitoring, each of these come with a premium.



## Knowledgeable

You have critical information that you need to protect, staff that need to work and clients to service, so choosing a company that is knowledgeable is important. Every employee you deal with should understand your needs and be able to deliver fast results.

## IT support specialists

Browse around; how many of these IT support specialists are actually specialists in their field? Don't be afraid to do research; your business will be in their hands.

## Ongoing support

Don't settle for a company that meets with you once and then only talks to you after you've pestered them for a few days. Your IT support provider should provide you with remote backup, on-site maintenance, on-demand support with a guaranteed response time. You shouldn't have to wait for IT support to get back to you, especially when you have a critical issue.



## Reliable backup for critical data

This is one of the most important features of a good IT support provider. All of your data is backed up on your servers; backup your servers with online data backup. This is extra protection for your critical data, applications and hardware.



## Flexibility

You can't anticipate every problem that may occur. There will always be something that catches you and your business off-guard. Therefore, your IT support company will need to be flexible when it comes to these surprise events? Choosing IT support in London or your relevant local area will assist in ensuring that they understand your market and are around the corner to help when needed.

## Dedicated team

Hire a company that employs dedicated engineers, consultants and analysts. This will free up your employees to focus on their work, instead of dividing their attention.

## Customised service for your needs

Don't settle for "one-size-fits-all" service. The systems and support models they propose and follow-through with should be customised to the needs of your company. As your needs change, so should their support.



## A proven track record.

Nothing beats a good track record. That's why when you're looking for a reliable IT support company, you should find and hire a company with a proven track record. Since you'll be looking for an IT support company in the UK or your local area, you can easily connect with their current and former clients. Companies that show a good track record will be happy to give you the contact information of their past clients. Testimonials are a great way to evaluate customer satisfaction



## Service when you need it

If your company already knows a good deal about IT support systems, you won't need support all the time, but you should be able to use it whenever you do need it. Find a company that offers support when you need it, Standard office hours or 24 hours a day, 7 days a week.

## Response time

An important factor in the choice of IT support providers. You work with mission-critical information and time lost could be costing you money. If you have online support, look for IT support providers who respond in at least 15 minutes. For more advanced support that requires on-site assistance, your provider should respond and be present in at least 2 hours. Response time will be affected by how close they are to you, so look for a company that is located centrally.

## Costs

Make sure you are clear as to what is included and what is not included in a support contract. If there are additional charges for installations and upgrades what are they? Compare apples with apples when looking for value.



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