

# Questions You Should Ask Any IT "Expert" Before Letting Them Touch Your Network

IF YOUR CURRENT PROVIDER DOES NOT SCORE A "YES" ON EVERY POINT YOU COULD BE PAYING FOR SUBSTANDARD SERVICES & SUPPORT!

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## Skills & Abilities

- Do they understand the unique needs of supporting networks and software for YOUR industry?
- Do they take a Proactive Management Approach or “call us when it breaks and we fix it” approach to IT?
- Do they have strong vendor relationships? Do they have deep knowledge of the products and services they are recommending?
- Do their technicians maintain current vendor certifications and participate in ongoing training?
- Do you feel confident that they are not learning on your time?

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# Security Questions You MUST Have Answered...



## Security Questions

- Do they have an Information Security Policy and Information Sensitivity Policy? Ask for it. Does it meet your security/compliance requirements?
- Are they insured with ALL of the following: Business Liability, Errors and Omissions, and Cyber Liability? For how much?
- Do they have business class antivirus, web filtering, spam filtering, and backup in place in their OWN environment? Is it the same solution they are selling you?
- Do they store their passwords and YOUR passwords in a secure, encrypted environment? How are they stored and for how long? Who has access to this information?
- Are they adamant about all passwords (user, administrator, etc.) in your organization being at least 15 characters long and complex?
- Do they maintain documented baseline configurations for computers, switches, firewalls, etc.
- Do they have a Change Management process? What is it?
- Do they have a written process for what happens when someone leaves their company to assure your sensitive administrative level passwords and access don't walk out the door with them? What is it?
- Are they maintaining detailed documentation of your network and all changes/requests including network diagram, new employee set up process, employee separation process, firewall configurations, knowledge base of how to fix your software, licensing, etc.? Where and how is this maintained?

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## Service Delivery Questions

- How much experience do they have? (in the industry, with your software, with the kind of computers, firewall, and switches you have, etc.)
- Do they answer their phone LIVE and respond to emergencies promptly?
- Are they easy to reach and highly responsive when you need them for non-emergencies?
- Do they proactively monitor, patch, and update your computer network's critical security settings daily? Weekly? At all? How do you know for sure?
- Do they proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?
- Do they explain what they are doing and answer your questions in terms that you can understand?
- Do they complete projects on time?
- Do they offer any guarantees on their services?
- Do they arrive on time and dress professionally?
- Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?

WHAT YOU NEED TO  
KNOW ABOUT THEIR  
SERVICE DELIVERY



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# More Service Delivery Questions You MUST Have Answered...



## Service Delivery Questions

- Do they take the time necessary to get the job done rather than seeming constantly rushed?
- Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?
- Do they focus on your needs rather than taking calls from other clients while working on your network (and on your dime)?
- Do they listen to you?
- Are they adamant about backing up your network and having a disaster recovery plan in place?
- Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?
- Do they provide frequent updates, status reports and follow-up calls and e-mails so you don't have to manage their progress on projects yourself?
- Do They offer flat-rate or fixed-fee project quotes, rather than giving themselves a wide-open playing field with "time and materials"?



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# What's Going To Be On Your Bill?



## Billing Questions

- Do they have true all-inclusive services? If you sign an Agreement, what kinds of things will cost you "Extra"?
- Do they provide detailed invoices that clearly explain what you are paying for?
- Are they friendly and provide good answers if you have a question about your bill?
- Do you get your bills on time?

**If you answered "nope" to  
any of these we can help.  
Let us give you a FREE  
Network Assessment.**

**CALL US TODAY FOR THE  
SOLUTION TO YOUR PROBLEM:  
724.235.8750**

Our team is focused on providing "Awesome IT" to  
our Support, Project, and Security Services Clients.



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# Why You'll Want To Choose InTech...



## Our Clients

### “The Technology InTech Deployed Helps Us Improve Our Manufacturing Process”



The scan stations set up on our plant floor allow us to gather data which provides accountability, and help us improve our manufacturing process. We like working with InTech because **they are much more responsive to our numerous needs than our prior IT provider.** InTech is different than other IT companies because they build relationships and trust which is absolutely paramount." - J.P. Habets, Owner, H & W Global, Metals Finisher

### “InTech Came Highly Recommended.”



“We chose InTech because they came highly recommended by our CPA. **Any time we have problems, they are right on it, or handle it remotely.** Our computers are faster, we can complete work faster, and we have less downtime.” - Jan Rudy, Accountant, McDonald, Snyder & Lightcap, PC, Law Firm

### “Not only do we find a cost savings, but we find competence in all areas.”



“As a mid-sized company it doesn't make sense to have in-house IT. We need to be cost-effective. With InTech, **not only do we find that cost-savings, but we find competence in all areas.** It is almost impossible to get that from just one in-house guy. **Quality and accessibility is the key benefit from choosing InTech.**”

- Lutz Heidrich, Plant Manager, Hennecke USA, Polymers Manufacturer



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