

# The MUST-haves for **OUTSTANDING IT SUPPORT**

Are you asking the right questions when you're looking for your next IT partner?  
Compare quotes easily with our handy checklist.

## Try asking these questions...

	Supplier 1	Supplier 2	WorkTogether
Is onsite support included (with no hidden costs)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will an urgent issue be responded to by a person within 15 minutes?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they provide a Quarterly Assessment making sure your IT infrastructure is optimised and protected?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is their Customer Satisfaction Score at least 98%?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they offer monthly meetings with a Technical Account Manager?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they offer free regular Microsoft application training?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does the service include anti-virus, security awareness training, dark web monitoring and patch management as standard?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they have ISO 9001, ISO 27001 and Cyber Essentials accreditations?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can they offer unlimited installation and IT equipment moves if needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can they include strategy and consulting if needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Did you look through this list and think, 'what the heck does that mean?!'**



Head to our glossary to translate the techy jargon:  
[select-technology.co.uk/glossary](https://select-technology.co.uk/glossary)



Then give Nick a tinkle!  
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