

Small business IT | Easy | 2 min read

How to choose a good IT support provider

Good IT support saves time and prevents disasters. A poor one leaves you exposed. These questions help you tell the difference.

Before you ask

Write down what you have: number of staff, computers, key software, and the things that would hurt most if they stopped working. Also decide whether you want help only when something breaks, or regular looking-after for a monthly fee.

Questions to ask

1. **What is included?** Ask for a clear list of services and what costs extra.
2. **How quickly will you respond**, and what are your hours? What happens out of hours?
3. **Who will I deal with?** Is it one person or a rota? Can I speak to someone on the phone?
4. **How do you keep my data safe?** Ask about their own security, two-step sign-in and how they handle your passwords.
5. **Do you handle backups, and will you test restores?**
6. **Do you document my set-up**, and will I own that document?
7. **Who holds the admin passwords?** You should always be able to get them.
8. **What is the notice period** and can I leave without being tied in?
9. **Can you give me references** from similar small businesses?
10. **Do you have insurance**, and will you sign a data protection agreement if they handle personal data?

Warning signs

- Pressure to sign quickly.
- Jargon with no clear answers.
- Refusing to share admin details or documents.
- No written agreement.
- Promising to fix everything for a very low price.

After you choose

Start with a trial period or small job if possible. Agree what a good job looks like, and ask for a short review every few months. Certifications such as Cyber Essentials can be a helpful sign, but they are not a guarantee.

When to get more help

If you are unsure about a quote or contract, or want a second opinion on your current provider, ask a trusted adviser or us to take a look.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.