Identify Your Next IT Partner

Your 10-step checklist



Score 1 - 10

	Dufeu IT.	Existing Provider	Other ITSP
1. Define Your Needs: Does the service plan offered align with your business goals			
2. Value: Can they add value to your business as oppose to simply offering basic IT Support?			
3. Research & Referrals: Check out their reviews on Google. Look at their existing customers, are many long-standing?			
4. Check Credentials: Verify the company's qualifications, certifications, and reputation through client testimonials.			
5. Service Level Agreements (SLAs): How good are the response times, issue resolution, and uptime guarantees they are committing to?			
6. Stability: Have they been profitable over the last few years?			
7. Security Measures: Do they have strong cybersecurity expertise and protocols in place? Do they have certifications like Cyber Essentials Plus and ISO 27001?			
8. Organisational Structure: How many employees do they have? Are they skilled? A small inexperienced team could struggle to deliver the reliability and fast response times needed.			
9.Reporting: How do they report on service? To ensure dedication to delivering high-quality IT support, a good ISP will have a strong incident response process.			
10.Staff Retention & Rewards: Has the team grown over time? What are the employees incentives? Happy staff equal better service.			
Total score out of 100			