

10 things you should know about IT Service Providers and their Managed Services. See how they stack up against S3.

COMPANIES

1 2 3



<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">1</div>	<p>No Long-Term Contracts Contract length says a lot about a provider. Our contracts are 180 days. Why sign a 2 or 3 year deal? Are competitors afraid you won't be happy?</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">2</div>	<p>Live Remote Helpdesk - Speak with a Tech Right Away Technicians answer your calls directly at our Helpdesk to guarantee you get help right away; No auto-attendants and no callbacks.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<p>7 AM to 7 PM Helpdesk Our Helpdesk is staffed live from 7 AM to 7 PM and after hours, our technicians are on-call for emergencies.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">3</div>	<p>24 / 7 Monitoring & Management Our network operations center is staffed 24 hours a day, 365 days a year to make certain your infrastructure is up at all times.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<p>Microsoft Gold Partner This certification means a provider gets positive ratings from clients and keeps current on the latest technology.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">4</div>	<p>Dedicated Account Management Team Your dedicated Account Manager and Technical Advisor have regular planned meetings with you assure sure we stay on top of your changing business needs.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<p>3-Year Strategic IT Plan Our Account Management Team works with you to build a detailed 3 year strategic IT plan and budget to meet your business objectives.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">5</div>	<p>Experienced and Certified IT Experts Don't trust your infrastructure to a start-up. Look for a provider in business for over 10 years and certified by Microsoft & Cisco.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<p>Project Manager Assigned to Every Project An experienced Project Manager is assigned to any initiated projects to ensure we meet your deadlines, stay within budgets and keep you informed along the way.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<div style="background-color: red; color: white; padding: 5px; text-align: center; font-weight: bold; font-size: 24px;">6</div>	<p>Onboarding Team for Initial Managed Service Transition Our Onboarding Team and processes ensure that we make the transition as smooth and short as possible – be sure you understand your supplier's process to get you started.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Signatures

Others may say they meet these 10 criteria. Ask them to sign to confirm it – they should stand by every line like we do at S3.



Company 2

Company 3

Simon Marcil

President

Contact us today!