

ASK THE RIGHT QUESTIONS WHEN INTERVIEWING YOUR PROSPECTIVE IT PROVIDER



CUSTOMER SERVICE

Are they easy to contact, and will they get back to you immediately if they are unavailable when you call? Do they offer guarantees of completing tasks on time and within budget? Can they explain technical matters in simple language and enable the client to understand what is going on?

NETWORK UPKEEP

Will they do continuous monitoring of your system and provide regular status reports? Will they have exclusive access to your system, or can they provide your in-house staff access as well? Is their network support plan all-inclusive, or do certain services come with additional fees?



DISASTER RECOVERY

In the event of a data failure, will they be able to restore your system with minimal downtime? Will they perform regular tests on backup data to ensure that everything is being saved correctly? Do they offer a contingency plan that will allow your business to continue operating while they restore your system?

PROVIDING SUPPORT

Do they have the expertise that matches your business needs? Do they provide 24/7/365 support, or do you need to wait for office hours before getting IT assistance? Is their support team based in the US, do they use remote IT specialists in other countries, or do they leverage both to cover their bases?



CYBERSECURITY INSURANCE

Can they help define what coverage your business will need? Will they offer assistance for you to get approved, and will they be supportive when you file claims? Can they prove on your behalf that you are doing everything possible to secure your data?

Depending on the answers, you can gauge whether to move forward with the partnership or not. A reputable IT provider should also provide a list of references when you ask for them. Contact **The TNS Group** today to learn more about how we can help you!

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