



## YOUR IT COMPANY CHECKLIST

# 10 Critical Questions Every Business Owner Should Ask Before Signing an IT Contract

Don't commit to an IT provider until you get clear answers to all 10 of these.

1

**What is your guaranteed response time for critical issues?**

*Demand a written SLA — and ask what happens financially if they miss it.*

2

**Is your help desk in-house or outsourced to a third party?**

*Outsourced support often means longer delays, language barriers, and less accountability.*

3

**What cybersecurity protections are included in the monthly fee?**

*Confirm firewalls, endpoint protection, and 24/7 threat monitoring are covered — not add-ons.*

4

**How do you handle data backup and disaster recovery?**

*You need offsite, encrypted backups and a tested recovery plan — not just promises.*

5

**Are you familiar with my industry's compliance requirements?**

*HIPAA, PCI DSS, SOC 2 — your IT company must understand the regulations you operate under.*

6

**What is included in the monthly fee — and what will cost extra?**

*After-hours calls, hardware replacements, and on-site visits are common hidden upsells.*

7

**Can you provide references from businesses similar to mine?**

*Real client references reveal the truth about service quality — not just the sales pitch.*

8

**How do you handle staff transitions or turnover on your own team?**

*You need consistent service — not starting over each time a technician leaves.*

9

**What happens during a major outage on weekends or after hours?**

*True 24/7 support means a live person answers the phone — not a voicemail box.*

10

**Do you offer a technology roadmap and quarterly business reviews?**

*A proactive IT partner helps you plan ahead and improve — not just fix what breaks.*



Ready to work with an IT company that can answer YES to all 10? Let's talk.

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