



## 11 Questions You MUST Ask Before You Hire a New IT Support Company

**Don't Trust Your Computers And The Irreplaceable Files On Them To Just Anyone!**

**Microsoft®**  
**GOLD CERTIFIED**  

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*Partner*

Microsoft®  
Small Business  
Specialist

## Introduction

Read this guide and you'll discover the **11 key questions** that you should ask yourself before hiring an IT company to ensure your business systems are in the best possible hands.

This guide is provided free of charge by UK Computing Ltd, Bedford.

Using the following questions you should find it relatively easy to get this important business decision right.

## The Questions you **MUST** ask yourself :

### 1) Have you got expensive in-house IT Support staff?

The average salary for an IT Support Technician exceeds £30k pa, without any perks (i.e. Company Pension) your company is paying in excess of £40k pa, you need to ask yourself, "Are they fully utilised", "Do you need that burden on your payroll". UK Computing can provide IT Support for your system from below £2k pa, just think what you can do with that extra cash availability. No holidays, no sick days, just Qualified Technicians to look after your System and Users.

### 2) Do you want IT Support to fix your PC issues quickly?

UK Computing provide a 4 hour guaranteed response with our Support Contracts, not that it normally takes anywhere near that, using our remote support tools an engineer can often be looking at the issue within seconds of your call, not asking you lots of questions, but looking at what you are in real-time, we don't have a receptionist you get straight through to one of our technicians.

### 3) Are you working for your IT System?

We often find that prospective clients feel that they are working for their IT Systems, not the other way around. UK Computing constantly look at your system and your working practices and can offer their years of experience of dealing with diverse systems and businesses on better ways of working, always looking for a ROI, not a sponge sucking up information and resources, never giving anything back in return.

### 4) Are you fed up waiting in call centre queues for help?

You don't need to call any longer. We'll do it on your behalf. We take your system issues to be our issues so we talk to software helpdesks. It helps that we talk their language, in fact we often provide a solution to the problem before we even get to that point, we don't like sitting in queues to be fobbed of with a 1st line support technician running us through the mill (it costs us money), if we don't get a suitable resolution quickly we get ourselves kicked up the chain.

## **5) Is your IT company always trying to sell you upgrades?**

We are in the business of saving you money, if we recommend you need to buy something, it's because we honestly believe it make you more efficient, hence save you time and money, and we will justify the cost. We don't have salesmen, everyone in our organisation is a technician.

## **6) Is your IT Support only available 9 – 5, Monday – Friday?**

With clients head offices based in Europe, the United States and Australia, we have to be available 24/7, you will be able to contact one of our team, whenever you have an issue with your system, that means when you are working late to get that presentation ready and your system decides it has had enough, you'll have us on call, wherever you may be we're just a phone call away.

## **7) Are your Support personnel Qualified IT Professionals?**

All of UK Computing's technicians are Qualified Professionals, Microsoft Certified Professional is a minimum requirement, so you can be sure that they have the back up of Microsoft and other leading providers, we have access to a huge wealth of knowledge through our Partners.

## **8) Do you get additional Charges for consultancy?**

We consider it part of our remit to ensure that if you're looking at a new application, we will sit in on the meetings etc with the provider and act as a lead member of your team, asking those questions you may not, and then demanding that any claims are proven, even setting up a test bed system to run a trial on.

## **9) As your IT inventory grows does you contract?**

UK Computing base its contracts on the type of system and number of users you have, we understand that your system may grow over time, but one, two or three servers take the same time to support once they're set up correctly.

## **10) Do you want a Support Company that listens?**

We're happy to listen to our clients suggestions on what we can do better at any time, in fact we actively encourage it, we send out a Customer Satisfaction Survey twice each year to gain feedback on what we're doing right or wrong and we take notice of it.

## **11) Does it appear that your IT Support Company is working to make money from your system?**

UK Computing's philosophy is "while it's working for you, leave it alone", so if your system is doing what it's there to do we'll recommend you don't upgrade it, however if you need extra resources or more power to make it work for you, we'll source the most cost effective means to achieve your goals.

## Summary

### You should look for a company that:

- Has a full team of technicians on-hand to respond rapidly to your problems
- Is solid, financially stable and has a great reputation
- Has specific knowledge, training and expertise in the systems you use and rely on
- Has a full set of ongoing services to protect you and prevent problems BEFORE they happen
- Has a financial model that means they are more profitably when you DON'T have problems, not when you DO
- Will take a proactive interest in your business and help you to grow and achieve greater success
- Will give you the very best that technology has to offer to keep you ahead of your competition

**Find a company with all of these attributes and you'll do just fine!**

### It's what we believe

As you might expect, we apply all of these rules and values at UK Computing to provide our clients with high-quality, reliable IT services.

### With our IT Support services, you'll enjoy:

- Proactive, 24x7 monitoring and protection of your servers and PCs
- Unlimited phone and remote support from our team of helpdesk technicians
- Engineers on-site in record time when you need them most
- Access to our team of consultants to help you get the very best of technology
- Invitation to private, client-only events.

If you like to speak to us about your IT needs, we'd love to hear from you.

## Contact Us

Call us today on **0844 414 2068**

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