APPLIED INTEGRATION

INTEGRATED TECHNOLOGY, COMMUNICATIONS, & SAFETY

SERVICE PROVIDER COMPARISON CHART

20 Questions You **Must** Ask Before Choosing Who Will Support Your Network.

	Your Primary Software Vendor	Computer Guy	Your Computer Savvy Employee	APPLIED INTEGRATION
Do they insist on monitoring your network 24-7-365 to PREVENT problems from turning into downtime, viruses, & other issues?				✓
Do they provide a regularly scheduled report so you know for sure that your systems are secure & protected?				✓
Do they have adequate Errors & Omissions, Liability, and Workers Comp Insurance to protect YOU?				✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?				✓
Do you have a plan for getting your network restored fast in the event of a disaster?				✓
If something does go wrong, do they own the problem through to completion?				✓
Do their technicians maintain certifications & participate in ongoing training?				✓
Do they have other technicians on staff who are familiar with your network?				✓
Do they take the time to explain things in plain English? No “geek speak”?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they offer (new) ways to improve your network performance?				✓
Do they guarantee to complete projects on time and on budget?				✓
Do they insist on doing periodic test restores of your backups?				✓
Do they understand your business & how you use technology?				✓
Do they insist on monitoring onsite AND offsite backups?				✓
Are they familiar with your Line of Business applications?				✓
Is their “all-inclusive” support plan TRULY all-inclusive?				✓
Is their Help Desk US-based rather than outsourced overseas?				✓
Do they fully document your network?				✓
Do they answer the phone live?				✓
Your Choice...				

4516 South 700 East Suite #150
Murray, Utah 84107
866.651.1017 / www.appliedintegration.net