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Choosing the right IT Support Partner

What should I look for when selecting an IT Support Partner?

Outsourcing is becoming one of the most significant business trends of this decade. Now is a good time to find out about outsourcing options available and to identify support companies that can offer you the expertise and quality support you need.

Essentially the chosen IT support provider will be a partner for your business so it is paramount to take some key points and areas into consideration to ensure that you make the right decision, first time.

1. Choose a highly qualified Microsoft Gold Partner

Microsoft Gold Certified Partners are the elite Microsoft Business Partners who earn the highest customer endorsement. They have the knowledge, skills, and commitment to implement solutions that are guaranteed by Microsoft.

4. Are they able to adapt to changing conditions?

Ensure that you choose a flexible support partner who has the expertise and ability to adapt quickly to changes in technology, standards and/or requirements so you can be sure to receive the best advice to comply.

2. Do they 'fit' with your company?

The provider needs to work in partnership with your business so they will have a sound understanding of your key goals and adopt the same type of work ethic and dedication to success.

5. Price isn't everything,

Ensure the partner has credible references and experience of other businesses within your sector. This gives you the confidence that your chosen partner has a sound understanding of particular challenges your company may face.

3. Ensure they can help you achieve identified goals

Be clear about the goals you want to achieve through outsourcing. Define particular projects, expectations, cost savings and business objectives to your partner and ensure they work with you to achieve these.

6. Check out their reputation and longevity

In addition to cutting costs and saving money, outsourcing your IT should allow you to do things faster, more efficiently, maximise workforce flexibility and gain access to highly qualified employees.