



# 15 Imperative Questions You Should Ask Your IT Provider

*Their answers will reveal whether they prioritize excellence, security, availability, customization and accountability.*

To read our responses, flip through this report. If you have any questions, let us know! We strive to be as transparent and comprehensible as possible.



From the Desk of Bill Hogan

Owner and President of Partners Plus, Inc.

Hi, my name is Bill Hogan and I'm the President of Partners Plus Inc. We specialize in solving problems for other entrepreneurs—more specifically, technical problems and cybersecurity risks.

This is, of course, only one small part of the day-to-day issues you deal with as a business owner, but I think you'll agree that IT problems can be some of the most aggravating and expensive issues you run into.

It's about time the right level of support was made available. Since 1991, we have committed ourselves to delivering fast, affordable computer support from a professional and reliable team to small- and medium-sized businesses in the Delaware Valley

I thought you would find this material useful. Inside, there's information to help you better understand who we are and how we can best help your business succeed. If you're interested in partnering with us, I look forward to meeting with you!

We make IT great; you make your business great.

*Bill Hogan.*

## 1. What **guarantees** on your services do you offer?

We're proud to offer SEVEN! Here is the list:

- **Ticket Guarantee:** Depending on your ticket and membership level, if we do not respond within the guaranteed time frame, we will cover the issue for free.

<b>Regular Tickets</b>	Within one business day (Mon-Fri, 8am-5pm)
<b>Priority Tickets for Silver &amp; Gold Members</b>	Within one hour, 7x24x365
<b>Priority Tickets for Bronze Members</b>	Within one business hour

- **Money Back Guarantee:** If you're not convinced our services are worth every penny within 90 days, we'll refund you in full.
- **Service Guarantee:** If you're ever dissatisfied with any service from us, let us know within 72 hours or before another ticket (whichever's first). We'll immediately correct the service at no additional charge to you. If this still doesn't resolve the issue, we'll refund 100% of the money you've paid us.
- **It Stays Fixed Guarantee:** If anything we fix, breaks again within 30 days, let us know and we'll fix it, free of charge
- **Ransomware Guarantee:** If you have our Security Package and received a high score on your last QBR, but still get hit with ransom, we will provide free support through the entire recovery process. *Read Q10 for more on our Security Package.*
- **Server Guarantee:** If, within the one-year anniversary of a server install, you decide you no longer want it for any reason, we'll refund every penny of hardware, software and labor expenses associated with the server that you incurred to date.
- **Data Guarantee:** If we can't recover your data after a server crash, we'll refund 100% of the money you've ever paid us for backup services. We'll also provide you up to \$25,000 worth of our labor to restore your network.

## 2. What does the **IT support** process look like?

You can place a ticket for an IT issue a few different ways—email [Support@PartnersPlus.com](mailto:Support@PartnersPlus.com) or call/text us at 302-529-3700. Our help desk is live and on-site, so you won't have to deal with an 800-number and lengthy hold times. From there, you can place your ticket as regular or priority. *Refer to our Ticket Guarantee in Q1.* Once resolved to the best of our knowledge, you'll get a "Ticket closed" email. There, you have the option of rating your experience via these three emoticons:



This system is the best way to either leave a kind review or let us know the issue is not resolved! If the latter, we'll get back in touch as soon as we see the review. *See our Service and It Stays Fixed Guarantees in Q1.*

### 3. How transparent and organized is the **billing process**?

We always offer detailed invoices to explain projects. Projects are finished on budget and at a flat rate cost, so long as the entire project is brought to us up front. Our billing manager is easily accessible if you have any discrepancies or concerns.

### 4. What is your **onboarding process**?

Our typical process goes as followed:

- We begin with a phone call to discuss your business' size, needs, previous/current IT set up and pain points. This phone call helps us see if we are a good fit for your company! Our clients are small- or medium-sized businesses with a typical emphasis on data security or crucial operations.
- From there, we will conduct an on-site visit. We tour the space and look over your current IT set up. Sometimes, multiple on-site visits are beneficial. At this point, we are generally beginning to work closely with the executive team, IT employees and/or office managers.
- Based on the two previous steps, we will then create a gameplan for your business and suggest the best membership for you. Each membership is customizable, dependent on multiple factors, so you won't overpay for services you don't need. At this point, we begin discussing what could use improving upon...
- We don't rush you as you discuss partnering with us internally. We understand it's an investment, that typically requires discussion to see the importance of our services.
- Then, through your first months of membership, we are heavily involved with execution, implementation and education. From then on out, it's our goal to explain things well to your entire team.

### 5. Speaking of, are you **good at answering our questions** in terms we can understand and not in confusing "geek speak?"

Yes! We take the time to not only explain things in ways you'll understand, but also stay in conversations until all questions are answered and understood. We often use analogies and real-life examples to help you understand the *why* or *how* at hand. Additionally, we find this to be empowering for our clients. For example, part of the Security Package (*see Q10*) is training and testing all our clients' employees on bad email links and giving them the ability to report phishing attacks!

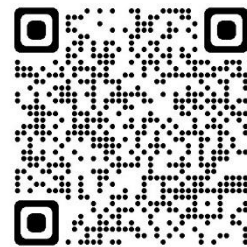
## 6. Do you **meet with your clients regularly** as part of your managed services agreement?

Yes! We hold Quarterly Business Reviews (QBR) with our Gold and Silver clients and Biannual Business Reviews with our Bronze clients. These meetings are part of your membership, at no additional charge. We review the overall health and security of your network, your tickets over the last quarter, make suggestions for the upcoming quarter and answer any questions you may have.

We understand that if we're doing our job well, you're not having to contact us frequently. Therefore, what we do may be lost on our clients. At these meetings, we bring you up to speed on all the preventative measures we've been conducting behind the scenes to keep your business up and running.

## 7. How do you **secure our employees' computers** and devices to ensure they're not compromising our network?

Our top priorities are security and ongoing operations. Therefore, we've spent the last 30 years nailing down a series of Best Practices that ensure your company is safe and productive. Some of these practices are mandatory while others are highly suggested. Because of this, we are able to support hundreds of employees from over 30 companies, from a small team. To learn more, check out the infographic here:



## 8. Out of necessity or convenience, can you enable clients to work from a **remote location**?

For better or worse, we are now pros at supporting remote work! The majority of our clients worked remotely (including us!) for a time during COVID and still occasionally do so out of convenience or safety. We quickly picked up on common pain points and established an additional set of Best Practices, so remote work can still be secure and productive. Check out some of our advice here:

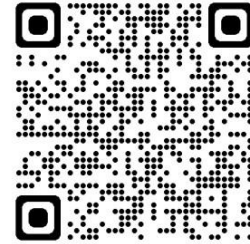


## 9. Do you have a **SOC** (security operations center)? Is it in-house or outsourced?

Yes, we outsource it to an incredible vendor in Baltimore. Their team is made up of many NSA alums. They offer AI-based 7x24x365 monitoring for our Security Package clients. *Expanded upon in Q10.* As the liaison between the SOC and our clients, we attend virtual demos together and can bring up any of our client's concerns to our representative. Then, if they notice something fishy on your network, we're notified immediately, and we tend to the issue together. You are updated throughout the entire process.

10. Do you offer **additional, enhanced security features** to protect against ransomware?

*As mentioned in Q1 and Q9, we have a Security Package that is an optional add-on to your membership. We have taken years to craft an effective stack that protects you from prominent threats. For our budget-conscious clients, we have an EasyData version as well! To learn more, check out our Security Package page online here:*



11. What does your **Incident Response Plan** entail and does it include previously tested restores of your **backups**?

Of course, our IRP is dependent on the situation. To put it broadly, it includes priority calls, backups and restorations of servers, and the ability to work virtually/remotely. Everything is backed up to the cloud at the end of every business day, allowing a seamless transition of work locations, if need be. If you use our premium backup service, they're tested nightly, with a report of their success each morning. Our other backup service confirms if the backup is good. Backups occur on a daily basis (hourly is optional), and always include off-site storage as well.

12. Who **audits** your company's cybersecurity protocols and when was the last time they conducted their audit?

This summer, we switched to a new insurance provider, Lloyd's of London, which specializes in MSPs. To onboard, and once a year after (we predict), we fill out an audit questionnaire for them. Based on those responses, they give us a pass/fail and we must fix whatever failed. They also provide us with recommendations.

13. What **cyber-liability** and errors and omissions **insurance** do you carry to protect me?

The same insurance provider *mentioned in Q12* also takes care of these items. We have \$2M limits of cyber liability errors & omissions insurance. With our Security Package *mentioned in Q10*, you can utilize the same insurance as us! You'll get better coverage and pricing because we manage what's most important.

14. Do you offer **documentation of our network** as part of our membership?

Yes! Our documentation includes the total number of network devices, printers, servers and workstations. We also provide a breakdown of each workstation's issues and updates. If you ever need to switch IT providers, your replacement company will be able to take over quickly because the network has been documented properly.

15. What is the **contract length**? Additionally, if I need or want to cancel my service with you, how does this happen and how do you **offboard** us?

Our contract length is two years, followed by one-year renewals. *See our Money Back Guarantee in Q1.* Oftentimes, our clients outgrow us and are integrated with larger companies which have their own full-fledged IT department. As sad as we are to lose you as a client, we are also elated for your growth! Regardless of whether you've outgrown us or have decided to move in another direction, we understand! *Per Q13* about network documentation, we aim to make it as smooth a transition as possible. We will pass documentation and all keys off to the necessary personnel, whether that's a new employee or IT company.