



Below are 7 things you should know about your IT company and its service plans before committing to a long-term business relationship.

Take a look at how Uptime stacks up against the competition.

What To Look For In An IT Company	UPTIME	The Other Guys
1. No long-term contracts. Does the provider want you to sign an unusually long contract? Why?	✓	<input type="checkbox"/>
2. A real live person answers the phone. When you're having computer problems and your office is in an uproar, the last thing you want to do is interact with a voicemail system.	✓	<input type="checkbox"/>
3. The company has adequate experience. Don't put your business' IT system in the hands of an unprofessional or inexperienced provider. Look for a company that's got at least ten years of experience and that's professionally certified.	✓	<input type="checkbox"/>
4. Their consultants are local. More IT providers outsource overseas than you probably realize. So make sure your providers use consultants that are locally based and available.	✓	<input type="checkbox"/>
5. They schedule regular meetings. What does the company do after you've signed on as their client? Do they schedule regular meetings with you or wait for you to contact them?	✓	<input type="checkbox"/>
6. They offer unlimited on-site support. Does the company offer unlimited on-site support for monthly maintenance plan clients?	✓	<input type="checkbox"/>
7. They offer both on- and off-site backup of your data. Complete backup services always include both on- and off-site data backup.	✓	<input type="checkbox"/>

Signature of your Uptime representative: _____

Another salesperson may tell you that they can meet these criteria, but at Uptime, we stand behind everything we promise you!

Making sure you are fully educated about your IT provider's capabilities before you sign any contracts isn't just good form, it's imperative to your business' speed and longevity. At Uptime we want you to understand the benefits of our service plans, our commitment to your IT needs, and our level of professionalism beforehand so you know what to expect from us. In this way we can best serve your needs and keep your office's IT systems running seamlessly.