



KEY INDICATORS YOU'VE  
OUTGROWN YOUR IT PROVIDER



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When you first met your IT provider, you thought you would be better together. You both wanted the same things and were headed in the same direction.

Now, the tension has been building up for months. You don't feel heard, needs aren't being met, and your technology is feeling the impact. This isn't what you signed up for, and your business is suffering. You're left wondering: is this a sign I've outgrown my IT provider?

Here are four signs you should be on the lookout for a new IT support company:

### UNSTABLE TECHNOLOGY

Things aren't working like they should. Your computer keeps freezing, programs are crashing, and you're pretty sure that there's a network virus. Experiencing the same issues time and time again is a tell-tale sign that your IT provider isn't able to give your company the level of technical support it needs.

IT solutions should be long-term and proactive, and not centered around a break-fix, reactive model. Well-thought-out solutions resolve issues at the core, systemic level and don't cause a

reoccurring kerfuffle. Networks are meant to be reliable to enhance business, not prove to be a productivity speed bump.

### UNRELIABLE RESPONSE

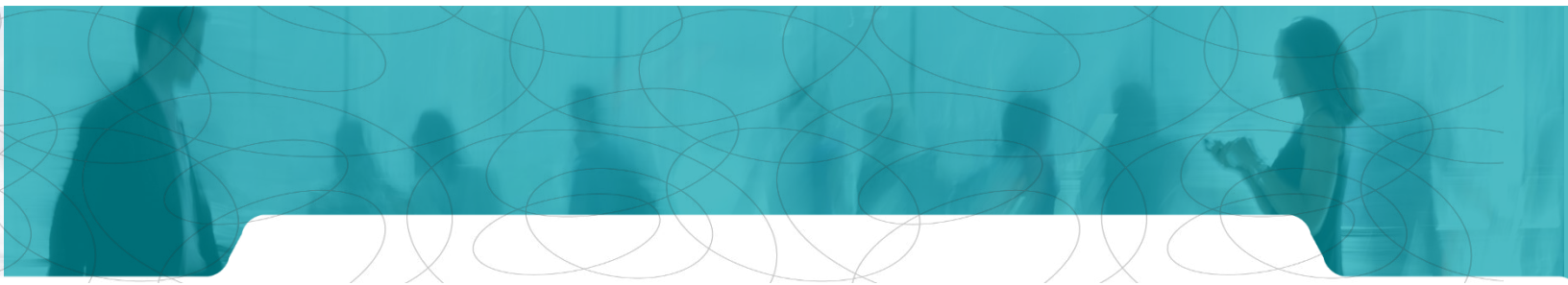
When you ask for IT support, you never know when you'll be back in the clear. Sometimes, it only takes a few minutes for a quick fix. But in many other instances, you're left hanging for days.

Response time should be minutes, not hours, or days. Technology is at the core of most businesses today and it needs to run smoothly to keep critical data and systems functioning. An IT support company with a guaranteed response time and multiple contact points ensures consistently responsive service.

A service level agreement will hold your managed service provider accountable to a performance level guarantee which will ultimately keep your network running strong.

### ONE-SIZE-FITS-ALL

What you ask for and what you get are two entirely different things. That's because your IT provider isn't thinking about your organization's needs. This company offers a one-size-fits-all solution and frankly isn't really listening.



Each business has unique needs and requires a custom IT solution. IT providers should be thinking about your organization, and not their own. Generic call center and infrastructure designs aren't designed to meld to company requirements and will create reoccurring issues.

Your company shouldn't fit into an IT service provider's offerings, their solutions should be designed to meet your company's unique business needs.

## UNEXPECTED BILLING

You thought you knew costs you were taking on, but that's because you didn't expect hidden fees.

When the agreement was made, a monthly service fee was outlined. But now, you're getting billed extra for after-hours, weekend, and holiday IT support. Sometimes, you're not even sure what you're getting charged for.

Transparent and common-sense billing puts an end to uncontrolled costs. By setting up a monthly fixed fee, inclusive with 24/7, after-hours, weekend and holiday service, IT support will be at a set and predictable cost.

## GROW WITH YOUR IT PROVIDER

If your organization is experiencing unstable technology, an unreliable response, a generic solution, or unexpected billing, you've outgrown your IT provider.

Your IT provider should meld to your business needs and not other way around. After all, you're the one paying for their service. If you're looking to growth with an IT provider, look for a company that guarantees consistently responsive services, focuses on communications, provides transparent billing, and has the expertise to support your network.

## CONTACT SYSGEN

SysGen is dedicated to creating strong partnerships by delivering reliable and responsive IT services.

We provide innovative and accessible expertise to meet your unique business needs with custom solutions at a fixed fee. Want to learn more about SysGen? [Contact us](#) today.