

How Many of These Apply to Your IT Provider?

Check every statement that's true today.

- ☐ Original owner is gone
- ☐ Familiar techs have left
- ☐ Response times are slipping
- ☐ Prices are rising faster than expected
- ☐ Every call ends with an upsell
- ☐ Billing errors keep happening
- ☐ Proactive communication has disappeared
- ☐ You feel like a ticket number
- ☐ You rarely recognize who's supporting you
- ☐ Simple requests have become difficult



YOUR SCORE



0-2

Your provider is probably still delivering the relationship you signed up for.



3-5

Something has changed. It may be time to ask some questions.



6+

Your IT company may not be the same company you hired.

Same name. Different company.

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