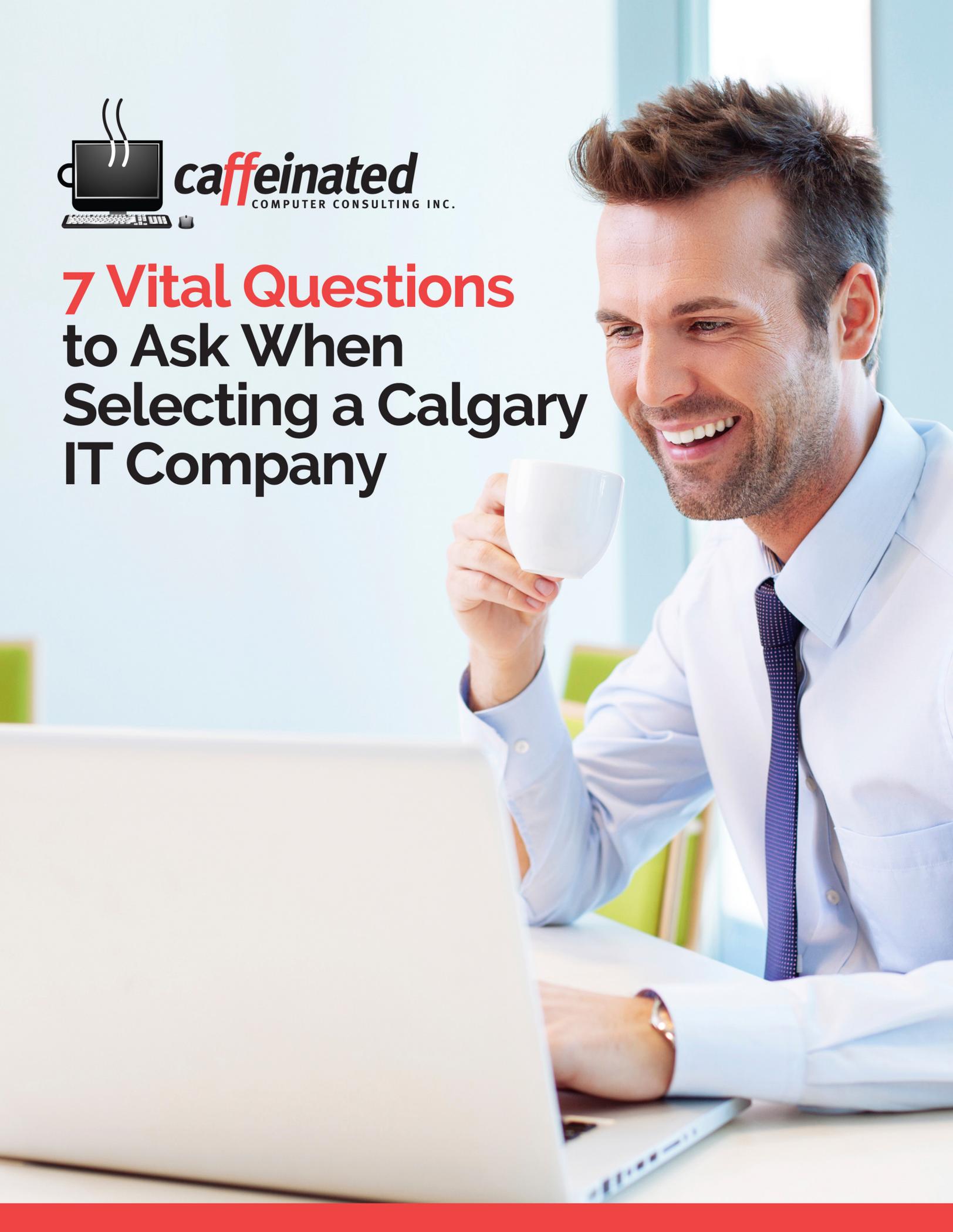




7 Vital Questions to Ask When Selecting a Calgary IT Company



How important is your IT to your business? A modern business can't function without technology to communicate, operate, and make money. So if IT is so important to your business, you should be careful about who you choose to work on IT for you!

Not all Calgary IT companies are created equal.

When you're searching for your IT partner, you want to know that they'll put your needs first:

- Treating your business like their own
- Minimizing IT issues that waste your time and money
- Answering your phone calls and responding to requests ASAP
- Protecting your assets from harm
- Helping you plan ahead for the future

But, how do you make sure the company you're working with is the right fit for you? Here's a simple way to get started: Ask these **7 Vital Questions** before partnering with any Calgary IT company:

1. Have you worked with other businesses in my industry?

While every business is unique and needs IT solutions customized for their particular needs, businesses in the same industry often have the same concerns and can share similar solutions. Your Calgary IT company will be in a better position to help you if they have experience with other businesses in your industry.

2. What kind of options do you offer for your support and services?

There's no such thing as a one-size-fits-all option when it comes to technology. Your IT company should be prepared to make a solution that fits YOUR needs and budget. Ask for options and get a full explanation of each one. For instance, Caffeinated Computers offers **DeCAFF**, **Medium**, and **Bold** service packages to start, and we customize our service options for each business we work with.

3. When am I able to contact you for IT support? What is your policy regarding response times?

An outsourced IT company might be serving as your personal IT department – that means you should know when and how you can reach them. Some companies offer 24/7 support, others don't – make sure you know what your company's policies are and how they'll affect you.

4. What kind of technical experience do you have?

Make sure you're working with professionals that are experts in their field and have experience in the industry. There's no hard-line number of years they should have been working, but SOMEONE in the company should have at least 5 years' experience, and you want to ensure that the members of the company have certifications in the important technology you'll be relying on (such as Microsoft or Apple).

5. How proactive are your IT solutions?

You don't want a company that you only hear from when there's a problem. They should be applying regular maintenance to keep your technology at its best, so you experience the minimum of frustrating and harmful IT downtime. They should also be contacting YOU regularly to find out how they can help.



6. What kind of security services do you offer?

A good IT company will make your security a primary goal. Any business can find itself attacked by hackers or suffering from an unexpected data disaster, and unless your IT company has a comprehensive security suite in place, you should be showing them the door.

7. Do you have any case studies or testimonials from existing clients that I can read? Can I contact any of your existing clients?

You would never hire a new employee without checking their references. It's no different with an outsourced IT company! Find out what they're like to work with and get supporting answers on any of the questions above.



Don't waste your time or money on IT support that doesn't fit your needs! Contact the team at Caffeinated Computers, tell us about YOUR Calgary business and what you need in IT support and service, and discover how we'll tailor our solutions to match.