21 Questions You MUST Ask Before Hiring an IT Support Company	Company A	Company B	Company C	eCreek Solutions Group
Do they answer their phones live? Do they have a dedicated support line for clients?				✓
Do they have a written, guaranteed response time?				✓
Do they take the time to explain things in plain English? No "geek speak"?				✓
Do they offer (new) ways to improve your network performance?				✓
Do they provide detailed invoices explaining what you are paying for?				✓
Do they have full errors and omissions, liability, and workers comp insurance to protect YOU?				✓
Do they guarantee in writing to complete projects on time and on budget?				✓
Do they insist on monitoring your network 24-7-365 to PREVENT problems?				✓
Do they provide a monthly report, so you know for sure that your systems are secure and protected?				✓
Do they provide you with full written network documentation?				✓
Do they have other technicians on staff who are familiar with your network?				✓
Is their "all-inclusive" support plan TRULY all-inclusive, or is there small print?				✓
Do they insist on monitoring onsite AND offsite backups (cloud based)?				✓
Do they insist on doing periodic test restores of your backups to ensure they are working?				✓
Do they insist on backing up your network BEFORE performing any type of project or upgrade?				✓
Do they have a written plan for getting your network restored fast in the event of a disaster?				✓
Is their help desk US-based or outsourced overseas?				✓
Do their technicians maintain industry certifications and participate in ongoing training?				✓
Do their technicians arrive on-time and dressed properly? Are they *always* polite and professional?				✓
Are they familiar with your line of business applications? Do they support them?				✓
When something goes wrong, do they own the problem through to completion?				✓
Your Choice:				✓

eCreek Solutions Group | 1385 S. Colorado Blvd Suite A200 Denver, CO 80222
Phone: (720) 524-0250 **Email:** contact@eCreekGroup.com