



WorkTogether

**The ultimate
guide to changing
your IT provider.**

www.select-technology.co.uk



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Overview

IT support is an essential part of any business. Whether delivered in-house or outsourced to a company like ours, the peace of mind it can bring is priceless.

But it's all too easy to be complacent. As your business needs and ambitions change it's important to review your IT support from time to time and ensure it remains fit for purpose. Delay and it can be so easy to get left behind.

Having the right expertise in place is an essential foundation to building your success. This e-guide will help decide if your existing IT provider is the right fit for your business or if it's time to switch.





The ultimate guide to changing your IT provider

What level of support does my business need?

When it comes to IT support there can be a tendency to stick with what you know and put change on the back burner. If it isn't broke, why change it, is something we hear often.

This is understandable when running a business is so busy with many priorities to juggle. However, having the right support in place can make all the difference to a smoother operation – and ultimately the bottom line.

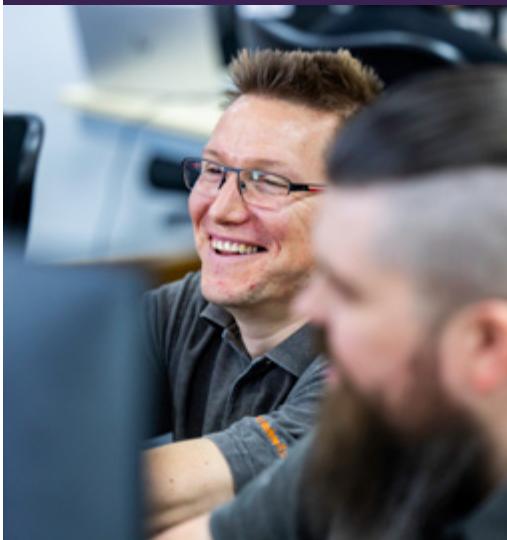
What your business needs isn't a one size fits all. There are lots of things to consider and choosing the right partner will depend, in part, on how your business is going and where you think you're headed. IT support needs to fit where you are now and adapt or flex to whatever comes next.

If you decide to review how your IT support is delivered there are some key things to consider that will help you to assess if improvements can be made or if it's time to move on.

1.

Level of expertise

Do you have faith in your provider, and the way they communicate? Knowing you have a trusted, reliable team just a call away is vital.



3.

Customer Service

Are you happy with how calls are handled including regular updates on progress? Maintaining good communications, and being consistent, is vital.



2.

Speed of response

How satisfied are you with how quickly IT issues are resolved. Password resets taking longer than 15 minutes is a "No" for starters.



4.

Fixing not causing issues

What happens when issues recur? Do you get a sinking feeling that your provider doesn't really know what they're doing, taking too long or making matters worse?

5.

Security for tech and data

Are you confident your IT provider is protecting your IT systems and technology from cyber threats and offering sufficient guidance on best practice?



6.

Capacity to grow with you

Are you planning to expand your business? Will your IT provider be able to cope with the increased demand for their support?

7.

Training and upskilling

Does your IT provider have the capacity to provide training and support to upskill your teams in both existing and further technology advances, including AI and automation?



8.

Added value services

Are you looking for more than just basic IT support or do you need more from your IT provider such as digital transformation or cybersecurity advice?

What does good IT support look like?

Your teams simply want to do their job. That will, of course, be important to you too. Time lost to computer problems and the technology that supports your IT systems is money after all.

The reality is that some problems will take longer to fix. Your confidence and trust in your provider will be based on how they communicate that to you – and the process they follow.

Do you get all the information you need and is it easy to understand? Are expectations set at the start? Are you kept up to date when challenges or incidents occur?





Consistency is key. If there isn't that repeatable level of quality and service, then trust will quickly evaporate. You need to have the confidence each day that issues that arise will be sorted as quickly as possible,

Trust the process. You need to know from the off how your IT provider will approach all the challenges that may come their way – from who to call, to prioritising the most urgent enquiries.

Managing expectations so you know how quickly things will be dealt with can be as important as fixing the issue. It will give you a yard stick by which to measure performance.

Lastly, if your existing IT partner does not have the capacity or the flexibility to grow with you then again, it might be time to start looking at other options.

Building a relationship that lasts

Building strong relationships and maintaining regular communication is key to building confidence in your provider.

Working closely with your supplier (if you choose to outsource) leads to a greater level of understanding of your business needs and expectations.

If you're receiving a consistently high and transparent level of service, it will help to foster trust and partnership. It's not only important to have a good relationship at the start but to ensure it lasts.

By having the right processes and people in place from your side and that of the supplier, it will mean a positive working relationship that will deliver for the long term.



When to make the switch?

Switching IT providers is a significant move that requires careful consideration and planning.

It's not just about changing the service provider, but about ensuring that your business can continue to operate smoothly and efficiently.

Here are some key reasons why you might consider making the switch:

These factors drive clients to seek more reliable and comprehensive IT support, ensuring their business can thrive in a technologically advanced and secure environment.



Slow response times

If your current IT provider is slow to respond to issues, it can lead to prolonged disruptions and lost productivity. Quick and effective responses are crucial to maintaining smooth operations.



Cyber security issues

With the increasing number of cyber threats, robust cyber security measures are essential. If your provider is not adequately protecting your business from cyber risks, you are vulnerable to data breaches, ransomware, and other malicious attacks. Ensuring your IT provider has strong security protocols and is up to date with the latest security trends is vital.



Lack of proactive support

Reactive IT support, where issues are only addressed after they occur, can be detrimental to your business. Proactive support, on the other hand, involves anticipating and mitigating potential problems before they arise. If your current provider isn't offering proactive support, it might be time to find one that does.



Need for digital transformation

As businesses grow and evolve, so do their IT needs. If your current provider lacks the expertise or resources to support your digital transformation initiatives, it may hinder your ability to innovate and stay competitive. Whether it's migrating to the cloud, implementing new software, or upgrading your infrastructure, having a provider that can support your digital growth is crucial.

Five essential steps in switching your IT partner

1

Review your current setup

The first step is a thorough review of your IT setup, if you are working with another IT partner this means looking at your agreement or contract. This will help you understand your current package, as well as your end date and notice period. Reviewing your contract will help you decide if it's the right time to switch. It will also give you a benchmark for comparing IT services later.

2

Gather your long-term plans

Moving to a new IT provider is a big decision and you'll want to make sure that whoever you choose can help you meet your long-term ambitions. It's important to think about why you want to switch. Is it about getting a better service, or working with a provider that is highly skilled in certain applications?

3

Compare providers

When comparing IT partners suppliers, you'll need to consider a few factors such as fully comprehensive packages versus a basic package with payable add-ons. Proactive services that protect your systems everyday compared to purely reactive services when things break. Weighing up these factors will ensure you choose a supplier that supports your wider goals, as well as your everyday needs.

4

Read customer testimonials

Having a look at reviews, testimonials and case studies will provide you with insight into real customer experiences. This can help you spot any red flags. However, it can also highlight positive feedback, such as great customer experience. High level technical skills, proactive engagement and excellent account management.

5

Preparing for the switch

You'll want to work with a new provider that has a tried and tested onboarding process to ensure the transition is smooth and seamless with minimal disruption to your business. The onboarding process should also show you how the provider will work collaboratively with you and your team for the best results. Don't forget to agree dates so you can give notice to your current provider.

WorkTogether

Managed IT Support from Select Technology

WorkTogether is the name of our fully comprehensive IT support package. Some IT providers promise the world, we simply deliver.

We offer a straightforward and reliable service with a friendly, expert team focused on your business.

We believe in partnerships for the long term with no hidden costs and the flexibility to support your business journey.

What's more, we're Cyber Essentials, ISO 27001 and ISO 9001 certified – and have a track record of the highest quality IT support since 1994.

“From IT support to bespoke projects the Select Technology team are always there to support us and are great people to work with.”



Take a look at our latest case studies to hear what our customers think.

Contact us today and discover what you'll love about partnering with us.



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