8 Signs You Need a New IT Support Provider

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Businesses often hire an IT provider so that internal teams can focus instead on what they do best. Hardware upgrades, software updates, and cybersecurity monitoring may not be an expertise. Yet this doesn't mean you can blindly trust your IT provider is doing all that you need. Know the costs of poor IT backup and be aware of signs it is time to find better IT support.

The costs of subpar IT support

When your IT provider isn't providing the quality support you can experience:

- Lost employee productivity
- Security breaches
- Lost business revenue
- Low return on IT investment
- Employee turnover
- Business downtime
- Drop in reputation with customers

⚠ You encounter the same issues over and again

When the same thing keeps going wrong you may need better IT support. When issues reoccur, that suggests the IT provider is not addressing the root problems. Yet dealing with a frozen screen or the same annoying notifications over and over will frustrate your employees. Not only will it hurt productivity, but it was also undermine their work satisfaction. So, you could risk losing top talent because your IT provider isn't positioning you for success.

⚡ Unplanned outages are common

No business can avoid all outages. We only wish. But you shouldn't have to deal with unplanned outages on a regular basis. Your IT provider can't predict a power outage or severe weather event. They can't anticipate exactly when ransomware or a data breach might hit.

Still, they could take preventative measures to avoid outages and cut the impact. Consistent outages suggest your IT provider is reactive. They may focus only on fixing a problem after something goes wrong. But your business will be more resilient if your provider plans for the worst. You want someone who works proactively to mitigate risks and secure your networks.

Communication is challenging

Effective communication is essential to a successful business partnership. You should not feel as if you're not hearing from your IT provider. Nor that they are not responding in a timely manner.

Hearing from your IT help but not knowing what they are talking about is also problematic. If they can only speak in technical language, you may struggle to understand. Then, it doesn't matter if they are accessible to you when you want or need. Partner instead with someone who is both accountable and understandable

There's a backlog of issues

Your technology environment is likely evolving regularly. But you won't be as efficient if you're waiting for your IT provider to tackle problems or make changes. Even a delayed upgraded or system patch could prove a major problem as far as cyber security.

Prefer to work with IT providers that are responsive, accountable, and efficient. If your managed service provider (MSP) struggles to keep up with your tech, you may have outgrown them. That doesn't mean they're bad at what they do. But you do need to move on to someone who has the breadth and depth of expertise to serve your current needs.

They don't learn your long-term business goals

Your IT infrastructure is a backbone to your business success. Partner with an IT provider who gets to know your long-term objectives and works to help you achieve them. Enjoy having IT experts that recommend new technologies to suit your needs. A good IT partner will seek out savings and identify where you are duplicating resources.

6 You don't know your recovery plan

Even if you haven't yet encountered unplanned downtime, a good IT provider will want to plan ahead. They should not be doing this in a vacuum. Any good disaster recovery and business continuity planning will need your input. After all, it has to be customized to your business. Your people will be carrying it out. Everyone needs to know the roles and responsibilities if the worst happens. And knowing what to do in advance can help you return to business as usual much sooner.

Your people are taking on more IT tasks

You contract with external IT to free your people up for revenue generation and business innovation. Instead, they are spending time solving technology problems. Or they're downloading unsanctioned applications to get their jobs done better. That's a sign to revisit your tech partnership.

You're losing out to the competition

Someone who takes a one-size-fits-all approach to your business IT can hold you back. Your IT partner should install an infrastructure that has a positive impact. Without a system that helps streamline work processes and simplifies data complexity, you could fall behind.

Integrating new technology can help you be more effective in this hybrid work world. Look for an IT service provider that doesn't only know your technology but also your industry. Call Douglas MacDonald 941-447-8582 for a free consultation.

Choose an IT vendor wisely

Many people are resistant to change. When it comes to IT, your business may be even more reluctant. You may think "IT is an area best left to the experts." All the more reason not to settle. You need to work with a managed services provider who can offer you quality support.