eBook

What to Look for in the
Right IT Service Provider

A guide to selecting the best IT
service provider for your business

Why does your business
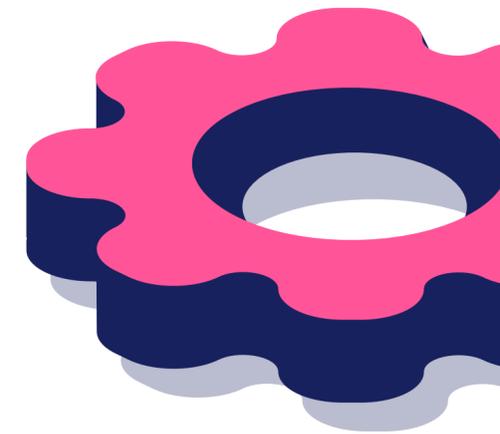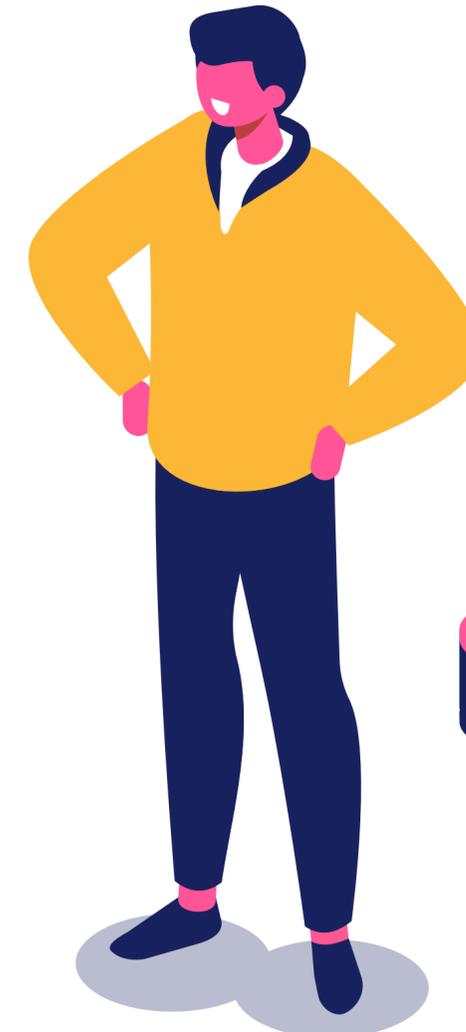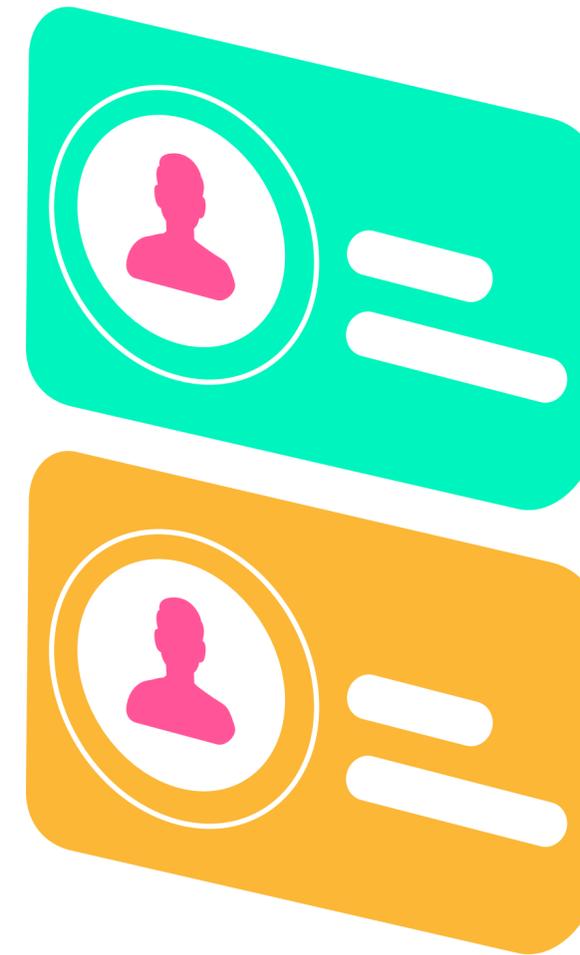## need an IT service provider?

In the modern world, it is impossible to run a business without using technology.

Without outsourcing your IT, you may struggle to keep up with the constant developments in the ever-evolving digital landscape while managing your company.

Working with the right IT service provider gives you access to a dedicated team of technology experts who can monitor your IT infrastructure around the clock, saving you time and resources.

Do you know how to select an IT service provider that will boost your business' productivity and efficiency?

Our guide will teach you all the qualities to look for in an IT service provider that can support you as you grow and help your business to achieve its goals.

What should an IT provider deliver?

Access to experts

When you outsource your IT, you gain access to a wealth of knowledge from an entire team of technological experts.

An internal IT team is likely to have limited resources and gaps in their expertise.

Working with a professional IT service provider with extensive experience should help you to avoid these roadblocks and alleviate your team's workload.

Productivity boost

Your IT service provider should provide a range of IT services which enhance your service delivery and improve the productivity of your business.

At a minimum, a good IT provider should offer proactive monitoring, cloud management, cybersecurity solutions, patch management and data backup and recovery. You should also ensure that your IT provider offers SaaS support through platforms such as Microsoft 365 and Azure.

Cost efficiency

It's no secret, good IT services are not free.

However, working with the right IT service provider will actually save your business money in the long run.

Not only will you reduce the overheads of your internal IT team, but the resulting increase the productivity of your business will make service delivery more efficient and improve the operations of your business.

Superior security

The rise in remote working created an excellent opportunity for cyber-criminals. It has never been more important to ensure that your business is cyber-secure.

The right IT service provider will enrol their team in regular cyber-security training to keep ahead of developing threats. They will also have strategies and solutions prepared to protect your company's valuable data. They will help your business to become Cyber-Essentials certified, ensuring that you have premium protection from cyber-threats.

Time-saving services

One of the primary perks of outsourcing your IT is the increase in efficiency it brings your company. No business wants unexpected downtime. Your IT support provider should be able to solve any and all IT issues you may have, quickly and with minimal disruption to your operations.

They should save you further time by proactively monitoring your IT infrastructure to catch and remediate potential issues before they cause disturbances to your service delivery. The role of an IT service provider is not just solving problems, they should also streamline and automate your pre-existing IT processes to enhance your effectiveness.

Future-proof plans

The right IT service provider will equip your business with strong IT foundations, so you are fully prepared for any potential issue that might arise.

They should provide you with tailored support plans that set your business up for growth.

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Everything you need to ask an IT provider

What do your clients say about you?

The best way to get a clear view of what it will be like to work with an IT service provider is to hear what their clients say about them.

Any good IT service provider should be able to provide testimonials and case studies for you to review.

Why should I work with you?

If an IT service provider can't sell themselves to you, then why would you want to work with them? Asking this question gives your provider with an opportunity to mention any unique processes, tools or solutions they can offer you.

Who will I be working with?

It is important to understand who makes up the team you will be working with. Evaluate the expertise and credentials of the people you will be working with, as well as how much time they are able to dedicate to your business.

Who are your partners?

Understanding which vendors and distributors your IT service provider is partnered with helps you to get a clear picture of the support and solutions you will receive when working with them. IT service providers with accredited partners are more likely to deliver high-quality, reliable services.

What is your average response time?

You don't want to agree to work with an IT service provider, and then be left waiting when you have a technological issue.

The right IT service provider should provide you with an estimation of their response time in advance. Before you agree to work with them, you should set out your expectations with your IT service provider in Service Level Agreements and agree on the amount of support you will receive.

Do you offer a flexible payment plan?

You want to work with an IT service provider that offers flexible monthly payment plans, so that you can plan your business' budget ahead of time. Before you start working together, check this is the case, so your business is not hit with any unexpected expenses.

How will you keep my business secure?

Your data is one of the most valuable assets your business has. If you are going to trust your IT service provider to protect it, then it is imperative that you fully understand the tools and solutions they intend to implement, before you begin working together.

Apex's Managed IT Services

Apex's managed IT services provide bespoke IT solutions for businesses across all industries. Our dedicated team of experts have a wealth of experience, and our customer-first approach ensures that your business has access to technological support 24/7/365.

IT Support Plan

Want to future-proof your business? Apex provides bespoke IT support plans which are designed in response to your needs. We provide you with a long-term technical strategy which supports your goals. With our support, if an issue does arise your company will be prepared with a strong IT infrastructure.

Remote management and repairs

Apex understands how essential IT is to the smooth-running of your business.

That's why we remotely monitor and manage your entire IT infrastructure, so we can remediate potential issues before they become majorly problematic. We prevent IT issues at the source.

Outsourced IT service desk

Whenever you need technological support, you can rest assured that our team of expert IT technicians are available to offer help and advice. With a constantly expanding, dedicated team of leading industry professionals, we are more than prepared to handle your IT problems. We're just a phone call away.

Cloud services

Cloud services are fundamental to the growth of your business. We can provide agile cloud solutions that adapt and scale to your specific business needs. We offer flexible cloud solutions: choose between public, private or hybrid cloud services.

Cyber-security

As the digital threat landscape continues to develop, we can help to protect your business, with cyber-security solutions that are built to last. By working with Apex, you gain access to protection from leading-industry vendors, so cyber-criminals can never access your data.

Business Continuity

Apex will help you implement a business continuity plan, to ensure that your business can keep running even if the worst occurs. Our business continuity solutions ensure that your data is backed up, with physical and virtual solutions, and you have effective disaster recovery.

Hear from our Clients

FUTURE
FUTURE**NOW**

"We approached Apex Computing as we needed to ensure we were getting the most from our Online Cloud Services. Their service desk also ensures our staff can ring with any IT problems they may have, to get them resolved quickly, and allowing them to get on with their job – not be trying to fix IT problems! Thank you, Apex."

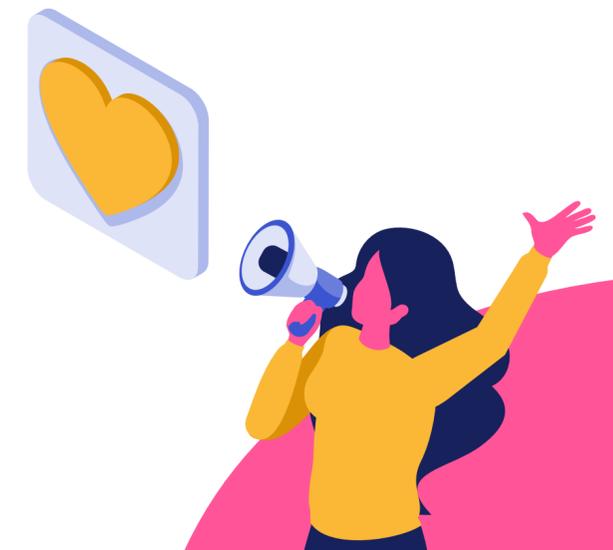**John Gulifoyle, Future Now AI**

Sentrex SUPPORT SERVICES

"Having encountered issues with our existing provider we turned to Apex for assistance, they went above and beyond to ensure a challenging handover went smoothly with minimal disruption to our business. Their attention to detail has ensured we now have a system and support package bespoke to our needs. As a result we've increased productivity within the office and their service desk is always on hand to quickly resolve any problems we might have."

Phil Pitt, Sentrex Support Services

Manchester Carers Centre

"We have continued to get excellent service and support from Apex Computing. With Manchester Carers being a local independent charity, we rely on an honest, trustworthy and innovative IT Support company. We are really happy with the service we have received over the years, and we value their IT knowledge and expertise."

Shirley Devine, Manchester Carers

Next steps

Want to get started?

Book a meeting with one of Apex's IT experts today to discover how our IT support services can benefit your business.

Apex can help you optimise your business' IT.

Book a meeting