



# Managed Service Plan Comparison Chart

No two IT provider plans are the same. This chart will help you compare IT service plans and providers.

An IT provider **safety valve** is a way a provider can charge additional fees AFTER you sign a contract. A common practice for some IT providers is to offer a very low monthly rate to encourage you to sign up for services. Only after you're locked into an agreement do you realize there are additional costs to fully protect your business.

As you are comparing plans, this guide will help you uncover provider safety valves so you can see where additional fees may occur. If you have any questions or need help comparing plans, feel free to call us at 678-745-5109 to schedule a 20-minute, no-obligation phone call.

21 Questions You MUST Ask Before Selecting a Service Plan & Provider	Safety Valve  Potential	Company A	Company B	
Is next generation antivirus software included for covered devices?	\$			Yes
Are data backups image based for a fast recovery?	\$			Yes
Are onsite and offsite image-based data backups included?	\$\$			Yes
Are unlimited file, data and complete system restores included?	\$\$\$			Yes
Are offsite data backup storage fees right- sized to your data size/growth rate? Are fees clear?	\$\$			Yes
Are fees clearly outlined so you know how your bill will change if you make additions?	\$\$			Yes
Is third-party vendor management included?	\$			Yes
Is an on-premises data backup appliance included?	\$\$			Yes
Can the server be recovered or restored to a functional state both locally and in the cloud?	\$\$\$			Yes

Is emergency 24/7/365 support available?	\$			Yes
Does security service include hardware, licensing, support, configuration backup and hardware replacement?	\$\$			Yes
Is compliance auditing available?	\$\$			Yes
Is onsite support available?	\$\$			Yes
Is the service agreement flexible to adapt to your company's changing needs versus being locked into a long-term expensive plan?	\$			Yes
Does the IT support firm offer a full range of services that empower you to grow with them? (cloud, on-premises support, Voice Over IP, CIO Services, development, etc.)	\$\$			Yes
Are you able to escape from the service agreement with a short 60-day notice? Can you "right-size" your service plan to your needs at will?	\$\$			Yes
Are you billed a fixed monthly fee instead of buying blocks of time (Time & Materials) for service? T&M only benefits the provider, not the customer, as there is no accountability to complete the work in a timely manner.	\$\$\$			Yes
Is the support company one you can grow with? Do they have deep expertise?	\$			Yes
Do they offer custom development (SharePoint, mobile applications, middleware applications, SQL database maintenance, SQL programming, others)?	\$			Yes
Do they offer the flexibility of on-premises options, hybrid cloud and private cloud? Beware of them forcing you into their way.	\$\$			Yes
Do they include backup technology, provide backup and recovery services as a service so you can avoid huge capital expenses every 2-4 years?	\$\$\$			Yes
Your Choice				