The 10-Point IT Support Benchmarking Checklist

1. Response Times:
Are critical issues responded to within 1 hour or less?
☐ Always   ☐ Sometimes   ☐ Rarely/Never

2. SLA Clarity:
Do you have service level agreements in writing with guaranteed resolution times?
☐ Yes   ☐ No

3. Proactivity:
Is your provider monitoring your systems and preventing problems before they arise?
☐ Yes   ☐ No

4. Communication:
Do you get regular reporting and easy-to-understand updates from your IT partner?
☐ Weekly   ☐ Monthly   ☐ Not at all

5. Expertise & Accreditations:
Is your provider certified with Microsoft or other industry leaders?
☐ Yes   ☐ No

6. Cybersecurity Standards:
Do they actively manage your firewall, antivirus, backups, and patching?
☐ Fully managed   ☐ Partially managed   ☐ Not managed

7. Value for Money:
Do you feel you're paying a fair price for the level of support and results?
☐ Absolutely   ☐ It's OK   ☐ Not really

8. Flexibility & Scalability:
Can they scale support as your business grows?
☐ Yes   ☐ No

9. Strategic Input:
Are you receiving proactive advice on aligning IT with your business goals?
☐ Yes   ☐ No

10. Support Experience:
Is the team helpful, knowledgeable, and easy to reach?
☐ Always   ☐ Sometimes   ☐ Rarely/Never