


10 things you should know about an IT provider and their managed services. See how they stack up against DynaSis.

		THE COMPETITION		
		DynaSis 	COMPANY 2	COMPANY 3
1.	No long-term contracts Contract length says a lot about a provider. Our contracts are quarterly - not 2 or 3 years. Are they afraid you won't be happy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	A person answers the phone when you call Try it. Call the main number and see if someone answers. An auto-attendant can't fix your computer. (At least not yet.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	The provider is experienced and certified Don't trust your network to a start-up. Look for a provider in business for at least 10 years and certified by the MSP Alliance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Microsoft Gold Partner This certification means a provider gets positive ratings from clients and keeps current on the latest technology.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Free after-hours support Our help desk is staffed live from 7 am to 7 pm and after that our engineers are on-call for emergencies - at no extra charge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Visit the provider's office Is there anyone there? Do they have a secure facility with access control? If they don't want you to stop by, there's a reason.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Locally staffed network operations center Outsourcing is big in the IT provider marketplace. Make sure their engineers are in the office, not overseas or out on the road.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Scheduled "VCIO" meetings How do they manage your account after you've signed up? Does a Virtual Chief Information Officer meet with you regularly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Unlimited onsite support It's not really an "all you can eat" plan if it's only done remotely. Our onsite support is included along with our remote.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	On- and offsite backup of your data Backup should be included in the "all you can eat" plans. And if it's only onsite or only offsite then the solution isn't complete.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature of our representative

A salesperson may say they meet these 10 criteria, but make them sign it - they should stand by every line.

_____ DynaSis _____

A message from our company president

Thank you for taking the time to learn more about DynaSis. As an experienced managed service provider, we believe you should know what makes us different right up front - so we put it in writing. A lot of providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business, don't trust it to just anyone.

David J. Moorman, President