



IT Provider Checklist

Can your IT provider meet these 10 criteria?

		iVenture	Company 1	Company 2
1	Will the provider supply a dedicated support team for your company? Many providers will only have one tech or a generic group of techs who handle all IT issues. With iVenture, our dedicated team of IT experts will work with your staff to manage your needs.		<input type="checkbox"/>	<input type="checkbox"/>
2	Does a person answer the phone when you call? We're not robots. Real techs, not an automated service or untrained staff, answer our phones.		<input type="checkbox"/>	<input type="checkbox"/>
3	Are their services (not just the data center) SSAE 18 audited? We take your security and data very seriously. Our data centers and managed services are SSAE 18 audited, meeting the most stringent security requirements of many industries, such as healthcare, financial services, insurance, banking and legal services.		<input type="checkbox"/>	<input type="checkbox"/>
4	Can you visit their office? We're headquartered in Jacksonville, Florida with offices in Orlando and St. Petersburg. Stop by and pay us a visit.		<input type="checkbox"/>	<input type="checkbox"/>
5	Will the provider keep its services local and <u>not</u> outsource its services overseas? Many companies outsource important services such as help desk to overseas vendors. At iVenture, all of our services and the staff who provide them are local.		<input type="checkbox"/>	<input type="checkbox"/>
6	Will you be able to avoid getting nickel & dimed for every call or onsite visit? Our managed service plans cover unlimited support and onsite visits. Period.		<input type="checkbox"/>	<input type="checkbox"/>
7	Do they own their private cloud? We're not reselling third party cloud services; we own and manage our private cloud.		<input type="checkbox"/>	<input type="checkbox"/>
8	Are they insured? If so, in what way? In addition to standard general liability insurance, we carry a Tech Error and Omission policy underwritten by Lloyd's of London, which indicates how seriously we believe in protecting your data.		<input type="checkbox"/>	<input type="checkbox"/>
9	Are they an established company? We've been in business since 2000. We're recognized as a growing company by Inc. magazine, the Jacksonville Business Journal, and CRN magazine — a key journal for IT providers.		<input type="checkbox"/>	<input type="checkbox"/>
10	Do they invest in keeping up with technology? Technology is constantly changing, which is why we invest in our team of IT visionaries to find the best innovations for you. While other IT providers are playing catch-up, we're the first to market with new technologies to help you run your business better.		<input type="checkbox"/>	<input type="checkbox"/>