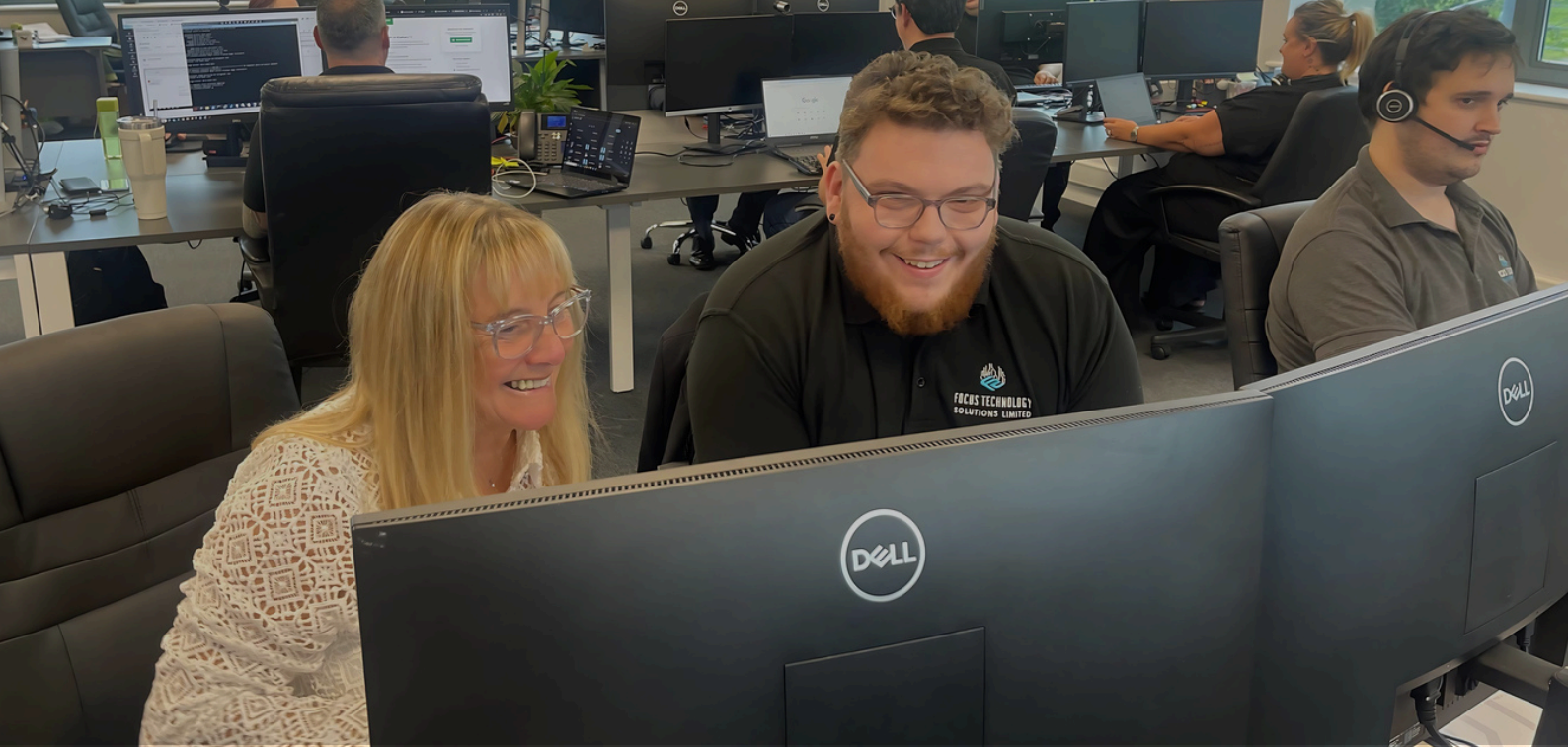




Scorecard

Is your IT Support meeting your needs?

Use this scorecard to objectively assess your IT Support.

Answer each question with “Yes” or “No” to see if your IT Support is up to standard.



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Responsiveness and Resolution Time

Slow responses cause downtime & frustration, preventing you from moving forward.

Does your IT Support respond to urgent issues within an hour?

Yes	No
☐	☐

Are minor issues, like password resets, resolved quickly (within a few hours)?

Yes	No
☐	☐

Are you kept informed on the status of ongoing issues?

Yes	No
☐	☐

Do you rarely need to follow up for updates?

Yes	No
☐	☐

Solution-Oriented vs. Sales-Focused

Sales-focused providers often miss valuable chances to optimise what you already have.

Are you free from frequent sales pitches for irrelevant services?

Yes	No
☐	☐

Does your IT Support focus on solving your existing issues before suggesting new products?

Yes	No
☐	☐

Do your IT Support take time to understand your business needs before recommending costly upgrades?

Yes	No
☐	☐

Are recommendations clearly explained with direct benefits for your business?

Yes	No
☐	☐

Communication and Updates

Consistent updates and transparency give you confidence and peace of mind.

Does your IT Support communicate in a straightforward language so you understand what's happening and why?

Yes	No
☐	☐

Are you kept informed on the progress of prolonged issues without having to ask?

Yes	No
☐	☐

Do you receive clear and direct answers to your questions?

Yes	No
☐	☐

Are you informed about potential risks or upcoming changes?

Yes	No
☐	☐

Downtime and System Stability

Unplanned downtime can cost your business hundreds in lost productivity.

Are system outages infrequent and quickly resolved?

Yes	No
☐	☐

Does your IT Support implement measures to prevent frequent downtime?

Yes	No
☐	☐

Are recurring issues effectively addressed to prevent reoccurrence?

Yes	No
☐	☐

Do small system failures rarely disrupt productivity?

Yes	No
☐	☐

Proactive vs. Reactive Support

Preventive support helps you avoid unexpected issues and costly fixes.

Is preventative maintenance clearly demonstrated to you?

Yes	No
☐	☐

Are potential issues addressed before they become problems?

Yes	No
☐	☐

Is the focus on preventing problems rather than just reacting to them?

Yes	No
☐	☐

Do your IT Support recommend upgrades to prevent future disruptions?

Yes	No
☐	☐

Trust and Confidence

A provider you trust makes decision-making easier and more effective.

Do you trust that your IT Support's recommendations truly align with your best interests?

Yes	No
☐	☐

Has past advice given from your IT Support, proven effective for your business?

Yes	No
☐	☐

Are solutions clear and easy to understand?

Yes	No
☐	☐

Do you feel confident that your IT Support put your needs first?

Yes	No
☐	☐

Technology and Upgrades

Outdated systems can leave your business vulnerable and less competitive.

Does your IT Support recommend relevant upgrades and tools to keep your systems current?

Yes	No
☐	☐

Are outdated systems regularly reviewed and replaced with modern solutions?

Yes	No
☐	☐

Are you kept informed on industry trends that could benefit your business?

Yes	No
☐	☐

Does your IT Support suggest upgrades that genuinely add value, rather than just updating for the sake of it?

Yes	No
☐	☐

Partnership vs. Transactional Relationship

IT Support who understand your goals offer better support for long-term growth.

Does your IT Support take time to understand your business on a regular basis?

Yes	No
☐	☐

Do your IT Support proactively engage with you beyond issue resolution?

Yes	No
☐	☐

Are your IT Support involved in helping you plan long-term IT strategies?

Yes	No
☐	☐

Does your IT Support feel like a partner invested in your success, rather than just a supplier?

Yes	No
☐	☐

Transparent Costs and Billing

Unexpected charges or unclear costs can quickly erode trust and impact budgeting.

Are your invoices clear, with detailed breakdowns of services?

Yes	No
☐	☐

Are there rarely any surprise charges or hidden fees?

Yes	No
☐	☐

Are all costs explained upfront to help you budget for IT needs effectively?

Yes	No
☐	☐

Can you easily budget for your IT Support without unpredictability?

Yes	No
☐	☐

Personalised Attention

Your business isn't one-size-fits-all; your IT Support shouldn't be either.

Does your IT Support offer customised solutions based on your business needs?

Yes	No
☐	☐

Do recommendations feel tailored rather than “cookie-cutter”?

Yes	No
☐	☐

Is there flexibility in services to adapt as your business evolves?

Yes	No
☐	☐

Do you feel your unique business needs are genuinely understood?

Yes	No
☐	☐

Your Results

If you answered “**No**” to multiple questions, it may be time to consider more suitable IT Support.

Consistent “**Yes**” responses indicate strong IT Support that prioritises your needs.

Number of Yes's _____ Number of No's _____

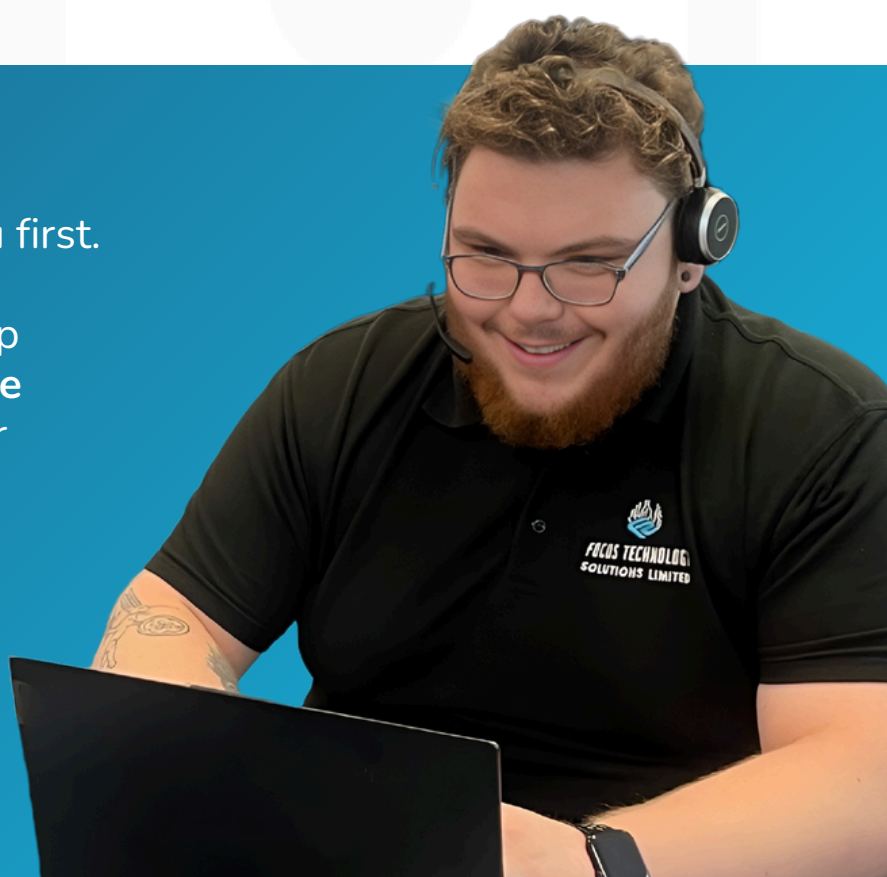
Other Comments:

Download this to keep track of where your IT Support could improve.

At Focus, our IT Support puts **you** first.

We believe that a true partnership means understanding **your unique needs**, so you can achieve greater success without IT obstacles.

Take your first step today.



Looking for IT Support that puts **you** first?

Let's Talk

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