

NETSAFE SOLUTIONS

HOW TO GET A HOLD OF YOUR IT CHECKLIST



YOUR IT CHECKLIST

There's nothing wrong with using a managed IT service provider. In fact, there are several positives including the cost, availability and expertise. Sadly, not all service providers are reputable. This leads to bad IT companies holding their clients hostage by withholding valuable information, preventing the client from switching or firing the IT provider.

This checklist will make sure you're in control of all things IT and you'll be prepared if there's a need to make an IT provider switch.

○ WHERE IS YOUR DOMAIN HOSTED?

IT companies have been known to buy a domain on behalf of their clients. The problem is the client is not in control of their domain records which are used to control their website.

○ DO YOU HAVE YOUR VITAL PASSWORDS?

You'll be asked for administrative, firewall and server passwords when you switch to a new IT vendor. Your new IT company can't start working until they have those important passwords.



WHERE ARE YOUR SERVERS?

Knowing this information will ensure your servers are operating properly and you have access if need be.

Are your servers off-site, on-site or cloud-based? Are you using a data center? Do you have the address and are you authorized to access the building? When was the last time the servers were checked?



WHERE IS YOUR EMAIL HOSTED?

Do not overlook the simple stuff, especially email. No company wants their email to go down. Knowing where your email is hosted will help you and your IT company keep your email up and running if there's an issue.



DO YOU HAVE A KEY TO THE TELECOMMUNICATIONS ROOM?

Again, the simple stuff can be easily overlooked. We've worked with clients that couldn't get into their telecommunications room because their previous IT company never gave them a key.



WHO IS THE AUTHORIZED USER ON YOUR INTERNET CIRCUITS?

I hope the answer is you or someone else in your company. If it's in the hands of your IT tech, he or she has the power to cancel your internet at any point. That type of power should be kept internal and will prevent any upset techs from cutting off your access.

KEEP THIS CHECKLIST HANDY

You'll be glad you've maintained control of your most strategic asset, your IT. We don't want to hold any of that vital information here at Netsafe. Our job is to keep your IT services running smoothly, not to hold onto any of your company's most important details.

CONTACT NETSAFE

Netsafe Solutions provides IT Services and Support at a fixed monthly rate. At Netsafe, everything we do starts with service!

CONTACT INFO

Office: 8514 McAlpine Park Drive Suite
275 Charlotte, NC 28211

Phone: (704) 333-0404

Email: info@netsafesolutions.com