(Questions to ask potential clients.)

Who is responsible for making hiring or contract decisions regarding I.T.?

Do you currently have an I.T. support contract, if so are you happy with their service?

Are you familiar with EKG Network Solutions and what we do? We are a independent MSP (Managed Service Provider)

How do you resolve I.T. related issues that occur within your company?

Do you feel like an I.T. support team would add value to your company?

What kind of service do you expect from a good I.T. support team and what is the most important aspect of good service?

What do you feel a successful I.T. Support team will provide?

What is your budget for I.T. ?

What price are you willing to pay for a good I.T. support?

If I could save you money and add value to your business would you be willing to consider signing on with EKG Network Solutions?

How many users do you have?

How many computers do you have onsite?

What Operating Systems are they running?

How old are the machines you are currently using?

How many printers, fax or print fax combination machines do you have?

What are some of the frequent I.T. related issues your company faces?

What kind of network equipment do you have running (i.e. Routers switches and Access Points?)

- How many of each?

How many wireless devices do you have (i.e. Laptops, Tablets)?

Do you have any Servers onsite, if so What OS versions are they running and what Roles and Features are they using?

Do you have any upcoming network related projects or are you interested in looking into starting one?

Do you current have a file for Administrative login and Network Configurations?

Are you using any second or third party software applications that require regular support or any third party hardware products (i.e. large office copy machines from Xerox, Konica Minolta or Canon) that require support?

What kind of relationships do you have with other contractors and how do you view opportunities to work with your company?

Do you currently have a data backup solution?

Do you feel that we provide a match for what you need in an I.T. support team?

What would be the next step to move forward with signing you up for our services? Who do I follow up with?