5 QUESTIONS TO ASK BEFORE YOU CHOOSE A PROACTIVE TECHNICAL SUPPORT SERVICE

Summary

Considering a new technical support service? Find out why you should choose a tech support service that is proactive instead of reactive, what it should look like in the context of your business and how you can make an informed decision.

The Busiest Buzzword

The business world has always been full of buzzwords that mean little to your day-to-day operations. Synergy, meta, thought leader, paradigm shift...you get the idea. Right now, the word ‘proactive’ has been circulating around the technology sphere, except it has a different meaning depending on who you ask.

Some IT specialists believe it means having a complicated alerting system so they know about problems straight away and can swoop in with an emergency fix. Others say it means having a technician on site for one day every month so your employees can drop in for quick support. Still others have bundled their entire service model and labelled it a ‘proactive package’.

Clearly, getting a rapid response to any tech problem is vital for your business success. Downtime isn't welcome, nor are major productivity losses. Having access to on-site tech support is also important, particularly as many employees tend to 'hoard' small problems until they're driving themselves crazy.

But is that truly proactive?

Solving Problems Before They Exist

A true proactive service focuses on locating and correcting problems before they're noticed, even before they start impacting your business. Your employees aren't sitting on a helpdesk call trying to solve an issue, they're not queuing to see the on-site tech, and your system hasn't already fallen over and sent everyone to panic stations.

With a proactive service, your technicians are fully capable of re acting if the server goes down, computers are crashing or there's been a breach - but they devote even more time to ensuring failure doesn't happen in the first place.

Want a Truly Proactive Service? Ask These 5 Questions.

How will you protect my network & server health?

Your proactive service will remotely monitor your server hardware, looking for signals that key components are wearing out/damaged. This means replacement can be scheduled in advanced and downtime minimized or avoided completely. Unfortunately, too many businesses only discover the problem when the server goes down and causes a domino effect of failure along connected systems.

Along with ensuring your hardware health is 100%, your technician will be able to correct any software conflicts, time-outs or resource

imbalances. It's this kind of attention to detail that helps ensure your systems stay up and running and keeps your business open.

How can you help increase productivity?

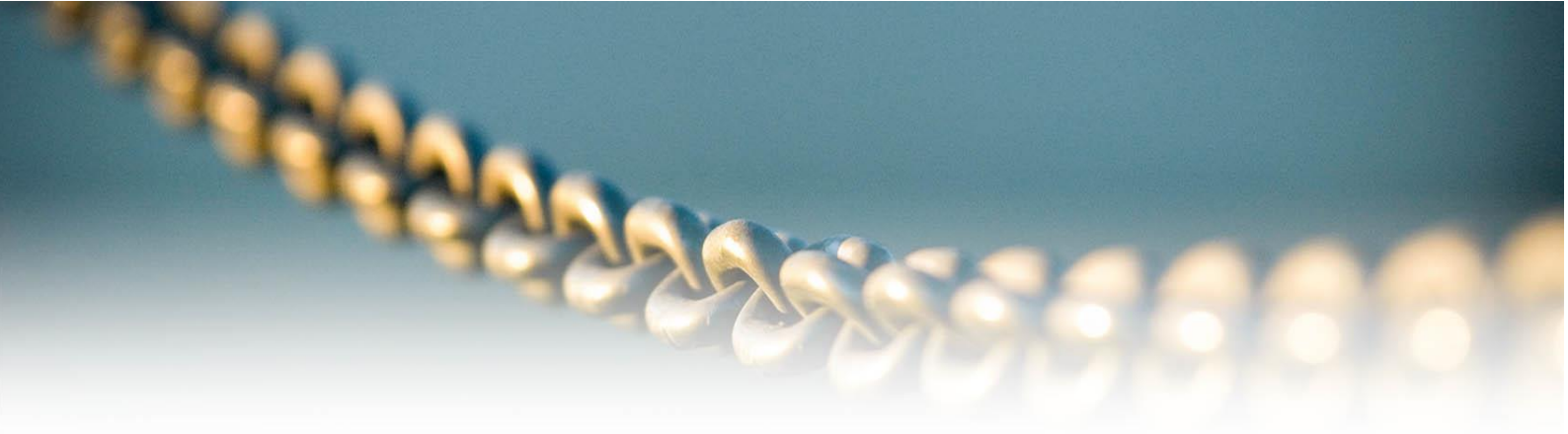
Too often, a simple tech problem means spending hours on the phone only to be frustrated with the "support" on the other end. It's difficult to continue working while in this situation, and productivity losses tend to spread across nearby staff and throughout the day.

Now imagine the problem was remotely picked up by a technician either before the employee noticed it, or at the very same moment. Hours and hundreds of dollars saved in an instant!

A true proactive service might even include scheduled visits whereby a technician walks the desks chatting to employees and uncovering their problems or questions.

Can you help protect against attacks?

A large part of proactive service means ensuring your systems are protected against threat. Cyber-attacks are on the rise so your business needs to be on constant guard. Your technician can ensure your systems are patched across your entire network, running the latest virus scans, and even flag major attacks before they do wide-spread damage.



It also means backups aren't something you need to worry about. If you ever need them, you'll know successful backups are part of your proactive service and all the data you need is safely waiting.

How will you identify hidden problems?

Perhaps most surprising is the way data plays a role in your proactive service. Your technicians are able to analyze past and current help desk issues to identify trends. Quite often the devil is in the detail, as they say, and the logged problems are symptomatic of a larger issue.

Sometimes it’s a process that needs changing, sometimes it’s a warning of imminent catastrophe. Whatever the data indicates, you can be sure your proactive service will find and manage it.

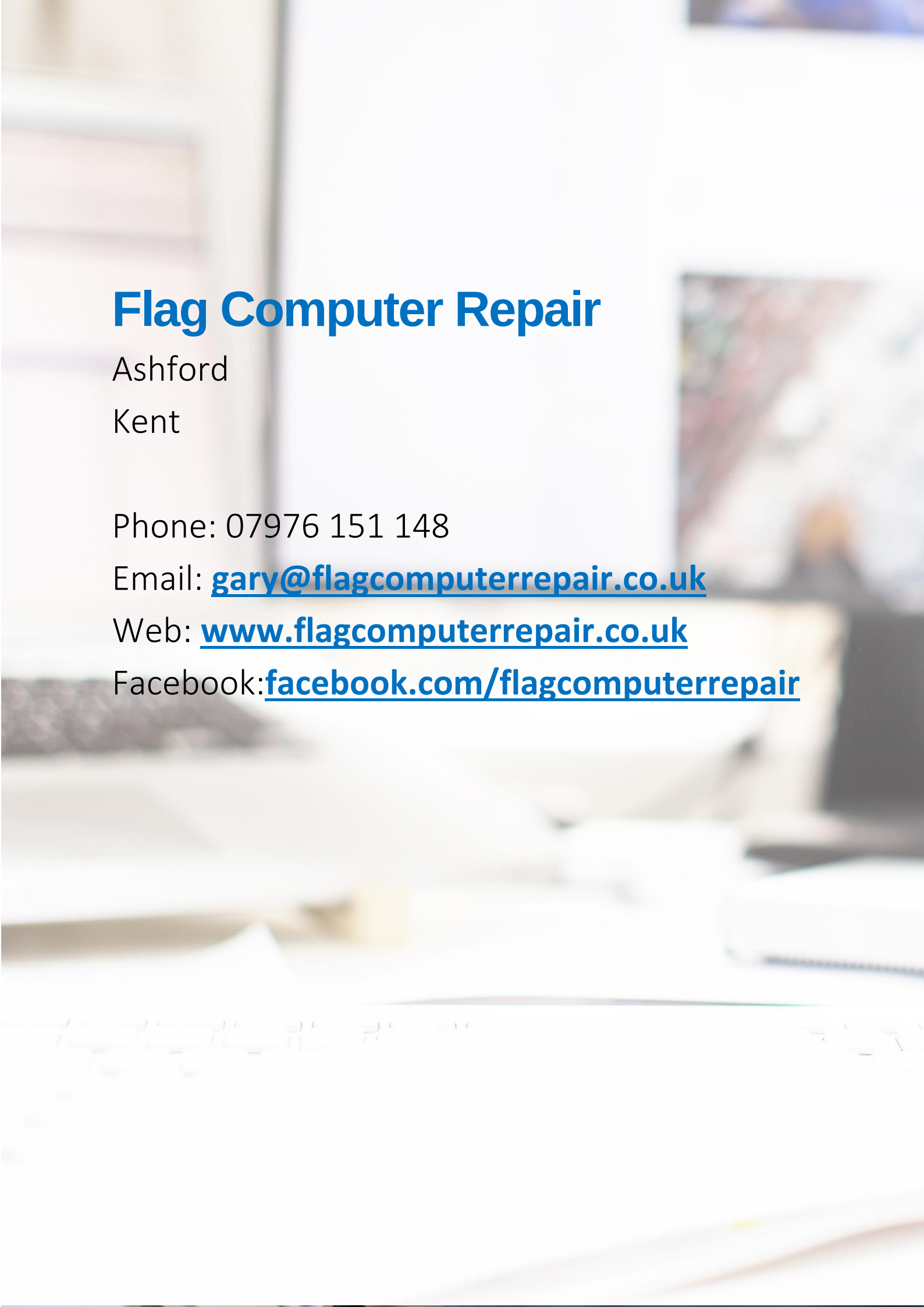
What will your approach do for our competitive edge, revenue and efficiency?

A proactive service doesn’t stop at fixing tech issues, they work with your business to analyze your tech relationship - what's working for you, what isn’t, alternatives and opportunities. It’s an ongoing health check that can propel your business forward.

Your service is catered to your unique needs, including prioritizing core business functions and uptime. Overall, a proactive service approach puts IT support out in front to clear the way for your business, not playing catch-up from behind.

Talk to me today about stopping computer problems before they happen

Call Gary at 07976 151 148



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