

10 Questions to Ask Before Choosing an IT Provider

Print this out and take it into your next conversation with a prospective IT provider, including us. Vague answers to any of these are worth pausing on.

1 What are your guaranteed response times, by priority level?

Ask for it in writing, e.g. under 15 minutes for critical issues, not "we respond quickly."

2 Is this a fixed monthly fee, or are there variable charges?

Ask explicitly what falls outside the base fee, and get it in writing.

3 Is there a lock-in contract, and what's the exit process?

Find out the notice period and whether there are penalties for leaving.

4 What's included in your standard security stack?

Ask specifically about MFA enforcement, EDR and email security, not just "we handle security."

5 Do you support Essential 8 or SMB1001 compliance?

If compliance matters to your industry, it should be a structured, ongoing part of the service.

6 How often are backups tested with an actual restore?

A completed backup job log is not proof that recovery works. Ask when it was last actually tested.

7 Will we have a consistent point of contact?

Continuity matters for understanding your specific environment, ask if it's the same person or team each time.

8 Will you document our environment, systems and credentials?

Proper documentation protects you if you ever need to switch providers again.

9 What does onboarding look like, and how long does it take?

A rushed or vague onboarding process is often a preview of ongoing service quality.

10 Can you provide references from businesses like ours?

A provider confident in their work should have no issue connecting you with existing clients.

Currently evaluating IT providers in Melbourne?

Happy to answer these questions directly. Call BITS on 03 9067 7787 or visit businessitsupport.au/contact.html