Compare IT providers

Record specific answers. Ask for important commitments in the proposal.

Business / prepared by

Review date

Provider A

Provider B

Topic / question	Provider A	Provider B
Support ownership Who owns an issue, sends updates, and coordinates the next step?		
Coverage and escalation How are absences, overlapping issues, and complex problems handled?		
Maintenance What is monitored and maintained? Who acts on alerts and recurring faults?		
Security and staff changes Who reviews alerts, approves access changes, and completes offboarding?		
Recovery What is protected, excluded, and tested? What could actually be restored?		
Account control Who owns the tenant, domains, licenses, and account recovery process?		

Use an additional copy if comparing more providers. Leave uncertain answers open for follow-up.

Compare scope and next steps

Use the same business needs and systems when reviewing each proposal.

Provider A

Provider B

Commitment to clarify	Provider A	Provider B
Other vendors Who coordinates phone, internet, or software issues?		
Transition Discovery, access, responsibilities, planned disruption, and exit terms.		
Monthly scope Covered users, devices, support, licenses, and onsite arrangements.		
Separate costs Onboarding, projects, hardware, exclusions, renewal or cancellation terms.		

Make the decision reviewable

Our three most important needs

Open question / person responsible / follow-up date

Decision and agreed next step

Related guide: battlecreekit.com/questions-to-ask-an-it-company/