

THE 4 C'S OF SELECTING AN IT PARTNER



Whether you're outsourcing your IT needs for the first time or reevaluating your relationship with your current IT provider, the 4 C's checklist will help you determine if they have the necessary qualities to set your organization up for IT success. A prospective IT provider or your current IT provider should be able to check all the boxes below so you can be confident they are an IT partner that is dedicated to your success, not just an IT provider that "keeps the lights on." These are essential qualities that can only be found in a true IT partner:

CAPABILITIES: IT environments are extremely varied, so you need to ensure your IT partner has the industry experience, technical expertise, and vast capabilities necessary to support your unique environment and needs. An IT partner offers:

- ❑ Proven industry experience demonstrated through defined processes and methodologies built on IT frameworks (e.g., ITIL®)
- ❑ A deep pool of technical experts on staff
- ❑ A range of available technical services and solutions
- ❑ Around-the-clock monitoring and technical support

CULTURE: An IT partner will be tightly integrated with your organization to help you achieve your business goals by accomplishing your IT goals. Therefore, it's important that your business cultures align properly. An IT partner has:

- ❑ Similar and compatible values as your organization
- ❑ A deep understanding of the factors that drive your organization and make it successful
- ❑ Solutions that scale with your organization and reflect their dedication to your success
- ❑ Industry recognition for their positive workplace culture

CONFIDENCE: To instill confidence, a true IT partner not only has significant industry experience and great references, but also:

- ❑ Undergoes regular audits to achieve third-party certification
- ❑ Conducts thorough background checks on its employees
- ❑ Has certified staff and partnerships with industry leaders
- ❑ Supports organizations in nearly every business vertical

COMMUNICATION: Open communication means your IT partner keeps you informed with regard to all aspects of the business relationship, including open or pending technical issues, active projects, planned or unexpected service outages. An IT partner also offers:

- ❑ A defined process to provide updates during emergencies
- ❑ Multiple methods to contact their service desk (e.g., phone, email, mobile app)
- ❑ A customer-facing dashboard to provide you with complete visibility into your IT services
- ❑ An account manager dedicated to understanding your IT needs, pain points, and expectations to foster a healthy and successful relationship

If you are interested in learning more about the services an IT partner offers, [contact Dataprise today.](#)