

12 Questions to Ask Before You Hire an IT Provider

Use these on every call — the answers tell you who will actually protect your business

Choosing an IT partner is a trust decision. Good providers answer these quickly and in plain English. Write down each answer and compare.

1. How fast do you respond when something breaks — and is that in writing?

Look for a stated response time for urgent issues, not “we’ll get to it.”

2. Who exactly will work on my systems?

You want named, experienced people — not an anonymous queue.

3. How do you back up my data, and when did you last test a restore?

Backups that have never been tested are only hope.

4. What security do you put in place by default?

Expect MFA, endpoint protection, patching and email security as a baseline.

5. Do you document my network, passwords and accounts — and do I get a copy?

You should never be locked out of your own business if you change providers.

6. How do you handle healthcare or payment data?

Ask about HIPAA or PCI experience if it applies to you.

7. What is fixed-price and what is billed extra?

Hidden hourly charges are the most common surprise.

8. How will you report what you did each month?

Plain-English reports show you’re getting value.

9. Can you support both on-site and remote work?

Your team, home workers and cloud tools all need coverage.

10. What happens if I want to leave?

A good provider hands everything over cleanly.

11. Can I speak to a current client?

References from businesses like yours matter.

12. What would you fix first in my business, and why?

The answer shows whether they listened or are just selling.

Want to hear our answers? NS Tech Global Consulting answers all 12 on a free 15-minute call. Book at nstechglobal.com or call 813-797-1196.

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