

Managed Services

10 Things you should know about an IT provider before you trust them to manage your network. See how they stack up against Acropolis.



Competition

See how Acropolis differs from the alternatives:

1.	Solve your problems permanently? If the provider only makes money when things break, what is there incentive to ever fix anything long term at all?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Is the provider experienced and certified. Don't trust your network to a start up or a company who hasn't been in business for at least 10 years and certified by the MSP Alliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Microsoft Gold Partner. Chances are you have a predominantly Microsoft network, doesn't it make sense to have it managed by whom Microsoft has given its highest accreditation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	Recognized by the industry as one of the best. Do a search on their business name. If they are the only ones talking about how great they are, chances are, they aren't that great	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.	Free after-hours support. Our help desk is staffed 12 hours per day and after that our engineers are on-call for emergencies, just like your doctor except at no extra charge	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6.	Visit the provider's office. Is there anyone there? Do they have a secure facility with access control? If they don't want you to stop by, there is probably a reason	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Locally staffed Network Operations Center. Outsourcing is big in the IT provider marketplace. Make sure their engineers are in an office you can visit, not overseas or on the road	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8.	Scheduled Virtual CIO meetings. How do they manage your account after you have signed the contract? Is someone meeting with you regularly to help get the most from your network investment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9.	Unlimited onsite support. It is really not an "all you can eat" plan if the only thing included is remote support. With our Advanced plan, all support is included, even onsite.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.	On and offsite backup of your data. You should have the ability to have your backup the way you want it. We can take images of your key devices, backup local , backup offsite, or all three. You decide – We manage it.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thanks for taking the time to learn about Acropolis Technology Group. As an experienced, nationally recognized leading IT managed service provider we think it is important to see what makes us different right up front so we put it in writing. Many providers claim to offer a true managed service, until you dig a little deeper. Your network is the backbone of your business, don't trust it to just anyone.

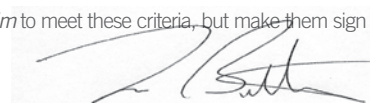
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A salesperson may claim to meet these criteria, but make them sign it – the president should stand by his word.



Tracy Butler, President



Premier
 Certified
 Partner

