

# 8 Questions To Ask Your IT Partner

---

## What is the availability of my systems and is the availability guaranteed?

This question gets the IT personnel's mind out of IT and forces them to think about you and your business. It also puts their money where their mouth is, so to speak – so, potentially, expect some fumbling or resistance. Do not let the response be limited to one system, you want to know about all your systems. A good response would be where the percentage of availability per month is easily rolled off their tongue, together with the cloud Partners guarantee. Anything less is a queue to dig a little deeper.



## How do I remove any dependency from my office for my business to continue operating?

In today's climate, you do not want to be at the mercy of your office for your business to continue operating. You want your business to continue operating despite what working conditions are forced upon you and your team. It is imperative that your business is either independent of the office and its technology, or there is a rapid plan to get you there. The benefit here is that you and your team can continue to work from wherever you allow – its not just flexibility for now, but for the future too. (NOTE: This doesn't have to be an expensive exercise)



## Does my business' cyber security solution follow the 'Essential Eight'?

The Australian Department of Defence released the 'Essential Eight' as a robust cyber security guideline that outlines the essential security provisions to protect you from most threats. [CLICK HERE](#) for more information. Every IT Partner should know these. Educate yourself on these 8 essentials and determine if you are protected.



## 8 Questions To Ask Your IT Partner

---

### Where is my business' data stored, including backups?

Many businesses require a license to operate, and even if a license for a particular line of business is not required, if you are simply collecting some personal information, you're bound by the Australian Data Sovereignty Laws. This means that any data on Australian Citizens, or any data as regulated by a license to operate, must remain on Australian Shores. This includes data-at-rest (backups). Ensure you have your data's location in writing, and preferably with a reputable cloud or data storage Partner.



### How can I reduce or eliminate my server upgrade costs?

This question is most appropriate for those that are still operating off an on-premises or a dedicated server in a data centre. The cost of migrating to the cloud is a fraction of the cost of upgrading your server. And while your operational expenses may generally go up (because you are shifting to a subscription-based model), research has shown that over a 5-year period, your business will still spend less on technology, productivity increases due to the availability of technology and businesses have an overall competitive advantage due to staff engagement, agility and better ways of doing business.



### How can technology provide my business a competitive advantage?

This is where true partnership comes to life, and its exciting. This question is suitable for any technology solution you have in place. If you are already in the Cloud, then there will be many opportunities to help you stand out from your competition – its just going to take the time for your IT partner to understand your business and what technology can be used to compliment.



## 8 Questions To Ask Your IT Partner

---

### What is the adoption or change management process?

This question can sound very IT centric, however it is all about you and your business. Often IT partners are doing their best in offering and installing technology for their customers, however, what is commonly forgotten is the adoption and change management process i.e., how to get your team members in the business engaged and familiar with the new technology, to enable the most productivity possible from the get-go. You want new technology to be an investment that enhances your business in a multitude of ways, not stand in the way of progress and be classified as an expense.



### How are you incentivised?

Let's not tap dance around this topic. We are specifically talking about benefits, commissions, and money. You have the right to know. Financial Planners and other industries are asked this question all the time, why not IT? You want to make sure that the advice and technology you are getting is unbiased and the best fit for your business, not someone else's holiday budget.



These questions have been written with the best of intent to improve the working relationship between you and your IT Partner.

While we love the opportunity to work with more customers, we believe most IT Partners are doing their best in supporting their customer's needs, although some do it better than others. Partnership is about guiding each other to a collective success. If you feel like you're doing all the guiding, let it be known and consider your options.

## 8 Questions To Ask Your IT Partner

---

**At Excite IT, our mission is to simplify the IT services industry in Australia and to create environments where people and organisations with the right attitude are setup to succeed.**

Discover how to **increase the efficiency of your technology setup** while **reducing the cost** with our **Value Assessment Calculator**

**CLICK HERE**

