

# 10 Things You Should Ask Your Service Provider

	<b>inacom</b> Information Systems	COMPANY 2	COMPANY 3
<b>1 Has your provider been in business for a long time?</b> You are paying for experience in developing, deploying, and supporting solutions designed to improve your organization. Look for a provider that has a strong track record developing business class solutions for more than 20 years.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2 Can the vendor support the products they sell?</b> Inacom doesn't offer products that we can support like experts. We are certified and trained to provide manufacturer's warranty support on our HP computers and printers, Avaya telephone systems, and Sharp MFPs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3 Does the provider have the necessary skills to complete their responsibilities with company employees?</b> If the provider relies on outsourcing, strategic partnerships, and alliances to get the job done, they aren't subject matter experts - they are just salespeople.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4 Does the vendor discourage long term, exclusive contracts?</b> Attempting to force your organization into restrictive contracts takes away your freedom of choice. Why are they so insecure? Are they afraid they can't prove their ability to do a good job?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5 Are you welcome to visit the provider's office?</b> <b>Does the provider really operate in a professional manner?</b> Make sure their office is staffed, pleasant, and clean. How they keep their own facilities is a reflection of the pride they take doing their job.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>6 Do vendors recognize the providers expertise with their products?</b> In the IT industry, solution providers often participate in channel programs. The provider's ability to deliver successful solutions will show through special vendor recognition. Has the provider earned special status from the vendors featured in your solution?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7 Can the provider help you with ALL of your information and communication needs?</b> Inacom can help you with computer networks, business telephones, web site development, and document management systems. A single point of contact simplifies your life and eliminates finger pointing between multiple vendors sharing your network.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8 Does the provider require their employees to hold current and relevant certifications?</b> At Inacom, employees participate in formal training programs that culminate in the employee receiving industry certifications. The program isn't just limited to technicians – even our salespeople get certified!	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>9 Will the vendor only offer industry leading products?</b> Don't trust your employee productivity and network security to anonymous manufacturers who don't outperform their industry peers. Successful manufacturers make the best products today, and will be there to support their products tomorrow. All of Inacom's data and voice vendors are in the top three in their respective market.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>10 Does the vendor employ an experienced staff?</b> Inacom will not hire a technician without significant industry expertise. Look for a large technical staff that averages more than 12 years of expertise per person.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>