

# How to Choose an IT Provider in New York

The questions that separate a genuine remote-first partner from a ticket queue, and how to verify onsite help exists when you need it.

|    |                                                 |
|----|-------------------------------------------------|
| 01 | The contract terms that quietly lock you in     |
| 02 | How to verify response times before you sign    |
| 03 | What happens when work must be done at the site |

Use this guide to assess where you are, identify the evidence you need, and turn the biggest gaps into a practical action plan.

**Prepared by Brotherly Technology**

Owner-led IT, security, and compliance support.

## 15-MINUTE ASSESSMENT

# Start with the current state

Mark each item Yes, Partial, or No. A written policy only counts as Yes when the process is operating and you can show evidence.

|                                                                                                                    |                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> The provider publishes support hours, after-hours coverage, and the escalation path.      | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> The agreement defines response targets by severity, not one average response time.        | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> You can speak with a technical decision-maker before signing.                             | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> Remote-control tools require MFA, named technician accounts, and session logging.         | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> The provider explains how it will handle internet outages and site-wide failures.         | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> A documented local-hands process covers cabling, power, hardware, and carrier visits.     | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> The provider identifies who owns licenses, domains, documentation, and admin credentials. | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> Backups, security monitoring, patching, and vendor coordination have named owners.        | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> Pricing clearly separates recurring service, projects, hardware, licenses, and travel.    | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> Termination language includes export formats, transition help, and credential handoff.    | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> References include organizations with similar size, industry, and multiple locations.     | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |
| <input type="checkbox"/> The provider can show a sample service report without exposing another client's data.     | <input type="checkbox"/> Yes<br><input type="checkbox"/> Partial<br><input type="checkbox"/> No |

**Quick score:** Yes = 2, Partial = 1, No = 0. Start with any No that could stop work, expose sensitive data, or create an avoidable contract cost.

# Translate the agreement before it becomes a problem

Circle anything vague. If a term affects cost, access, security, or your ability to leave, put the operational meaning in writing.

| Clause                  | Healthy version                                                          | Question to ask                                       |
|-------------------------|--------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Term and renewal</b> | Short initial term or clear value exchange; visible renewal date         | When and how can we decline renewal?                  |
| <b>Termination</b>      | Defined notice, export, credential, and transition process               | What exactly do we receive, in what format, and when? |
| <b>Ownership</b>        | Client owns domains, tenant, data, and core admin identities             | Whose name appears on every account?                  |
| <b>Price changes</b>    | Notice period and a defined basis for increases                          | Can licenses or labor change mid-term?                |
| <b>Scope</b>            | Included systems, users, sites, hours, and exclusions are listed         | What common request becomes a project?                |
| <b>Security</b>         | MFA, least privilege, logging, notification, and insurance are addressed | How do you protect access to all clients?             |
| <b>SLA remedy</b>       | Reporting, escalation, and corrective action are defined                 | What happens after repeated misses?                   |

## OPERATIONAL PROOF

# Prove remote support works before you depend on it

A remote provider can be excellent, but the physical-work plan must exist before a router fails or a new site opens.

|   |                                                                                                                    |
|---|--------------------------------------------------------------------------------------------------------------------|
| 1 | Run a live test ticket: start by email or portal, then escalate by phone. Record every timestamp.                  |
| 2 | Ask the provider to explain its triage decision and who takes ownership when the first technician cannot solve it. |
| 3 | Walk through a site-wide internet failure. Confirm an out-of-band contact method and local-hands trigger.          |
| 4 | Review the tools used for remote access, monitoring, documentation, and credential storage.                        |
| 5 | Call two references and ask about an actual urgent incident, not overall satisfaction.                             |

## What to watch for

**WATCH:** One response time is quoted for every severity.

**WATCH:** The SLA measures an automated acknowledgement, not human engagement.

**WATCH:** Onsite support is described as available but has no coverage or arrival target.

**WATCH:** The provider will not show a sample report, escalation path, or offboarding checklist.

**WATCH:** Core accounts or licenses would be opened in the provider's name.

**WATCH:** The contract auto-renews long before you receive a performance review.

## MAKE IT ACTIONABLE

# Turn the worksheet into a 30-day plan

Do not try to solve everything at once. Assign one owner, one next action, and one date for each priority.

|                     |                                                              |       |
|---------------------|--------------------------------------------------------------|-------|
| <b>NOW</b>          | Name the owner and confirm the current state.                | _____ |
| <b>NEXT 7 DAYS</b>  | Fix the highest-risk gap or gather the missing evidence.     | _____ |
| <b>NEXT 30 DAYS</b> | Complete the remaining quick wins and set review dates.      | _____ |
| <b>NEXT QUARTER</b> | Test the process, document results, and assign improvements. | _____ |

### Notes / decisions / questions for your provider

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**Want a second set of eyes? Book a free consultation at [brotherlytechnology.com/contact/](https://brotherlytechnology.com/contact/) or call 404-907-1005.**

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