

How to Choose a
**GREAT IT
SERVICE
PROVIDER**



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■ INTRODUCTION

“Your IT service provider is no longer just your computer guy who fixes your Wi-Fi.”

With businesses expanding across geographies, IT management has become increasingly complex.

Your IT service provider is no longer just your “computer guy” who fixes your Wi-Fi—they’re the backbone of your operations. They ensure that your systems run smoothly, your data is secure and your business continues to grow.

In other words, they need to act as your strategic partner who helps you achieve your business goals.

So, how do you find the right IT partner for your business? In this eBook, we’ll explore why you might need an IT service provider and weigh the advantages of outsourcing versus hiring an internal IT team.

Most importantly, by the end, you’ll be able to identify the qualities that set an exceptional IT service provider apart from a good one.



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■ WHY YOU MIGHT NEED AN IT SERVICE PROVIDER

As your business grows, so do your IT needs. Here are a few signs that an IT service provider could be the missing piece in your success puzzle:

CYBERSECURITY IS STRESSING YOU OUT

Cybercrimes are constantly evolving and have become sophisticated. In such a threat landscape, it can get overwhelming to manage cybersecurity on your own. That's where an IT service provider can become your first line of defense by proactively implementing security solutions to protect your valuable data and reputation.

YOUR IT SOLUTIONS ARE OUTDATED

Outdated software and hardware not only hurt your productivity but also leave you vulnerable to cybercriminals. An IT service provider can evaluate your current systems, recommend upgrades and ensure everything runs smoothly so you can focus on growing your business.

YOU DON'T HAVE AN ACTUAL DATA MANAGEMENT STRATEGY

Losing critical data can adversely impact your growth. An experienced IT service provider can implement an efficient data management and backup strategy that keeps your data organized, accessible and secure.

YOU FIND COMPLIANCE OVERWHELMING

It can be difficult to keep up with industry-specific regulations, especially as they're constantly evolving. A knowledgeable IT service provider can tailor a compliance strategy that fits your unique business needs and help you avoid legal issues or attract penalties.

FIXING IT ISSUES IS TAKING TOO MUCH OF YOUR TIME

Every minute that you spend trying to fix your IT issues is a valuable minute away from your core business. An IT service provider can wrestle with your tech headaches and give your valuable time back to do what you do best



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■ THE BENEFITS OF OUTSOURCING IT SERVICES VS. HIRING INTERNALLY

Having an in-house IT team isn't always possible for some businesses. Here's why outsourcing your IT is a smart move:

WORK WITH A DREAM TEAM

Get access to a league of highly competent IT pros with diverse skills and experience tailored to your industry.



DEPENDABLE IT

Employee time-off or a senior IT guru quitting their job is now the last of your worries. An outsourced team is always at your disposal to resolve issues promptly.



PREDICTABLE IT COSTS

Say goodbye to unexpected IT costs. Enjoy flat-rate IT support and budget with confidence.



24/7 SUPPORT

Tech issues can crop up anytime without warning. That's why it's important to have an IT team available when you need them to continuously monitor and resolve issues before they can do any damage.



MORE TIME TO FOCUS ON YOUR BUSINESS

Your time is valuable, so spend that time focusing on growing your business, not fixing tech issues. Let your IT partner handle everything – software, hardware, tech headaches and more.



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■ THE DIFFERENCE BETWEEN A GOOD AND GREAT IT SERVICE PROVIDER

Not all IT service providers are created equal. Here's a breakdown of the key differences:

Good	Great!
<input type="checkbox"/> Reactive	<input checked="" type="checkbox"/> Proactive
<input type="checkbox"/> Waits For problems to occur before taking action.	<input checked="" type="checkbox"/> Anticipates problems and implements solutions to prevent them.
<input type="checkbox"/> Technical jargon	<input checked="" type="checkbox"/> Clear communication
<input type="checkbox"/> Communicates in complex terms that can be difficult to understand.	<input checked="" type="checkbox"/> Explains technical issues in simple terms you can understand.
<input type="checkbox"/> Standard solutions	<input checked="" type="checkbox"/> Unique solutions



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■ HOW A GREAT IT SERVICE PROVIDER HELPS YOU ACHIEVE YOUR BUSINESS GOALS

Joining forces with an exceptional IT partner can be a game-changer for your business. A great IT service provider doesn't just maintain your systems – they become your strategic ally, helping you achieve your business goals and increasing your profitability.



TECH THAT WORKS FOR YOU

A strategic IT partner aligns technology with your unique business objectives, helping you streamline operations, improve efficiency and accelerate growth.



INNOVATE AND DOMINATE

A great IT partner helps you stay ahead of the curve on emerging technologies and, in the process, enables you to unlock new opportunities and gain a competitive edge.



NAVIGATE YOUR BUSINESS WITH CONFIDENCE

The exceptional IT partners have all the resources and tools to analyze your data, identify trends and deliver actionable insights that empower you to make informed decisions that fuel growth and success.



SECURITY BEYOND FIREWALLS

A great IT service provider is always ready to go the extra mile to protect your business. You can rest easy knowing your partner is taking proactive measures to safeguard your valuable data and your reputation.



MAXIMIZE YOUR TECH ROI

By managing your technology infrastructure efficiently, a great IT partner can help you maximize your return on investment (ROI) and minimize unnecessary costs.



■ CONCLUSION

A truly great IT service provider isn't just a vendor, but a strategic ally who is invested in your success. They're ready to go beyond simply fixing problems. Instead, they offer proactive solutions that align with your business needs, boost productivity and unlock your full potential.

Ready to see the difference a great IT partner can make?

Let's talk! BTS delivers the results you need.

(205) 290-8400



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