

Questions to Ask Before Hiring an IT Provider

Every IT provider sounds good in a sales meeting. These questions help you compare providers on the things that actually matter once you're a client. Ask every provider the same questions and write down their answers.

How to use: Ask every provider the same questions and check each one they answer clearly and in writing.

1 Support & responsiveness

- ☐ What are your response and resolution times, and are they in the contract?

Get it in writing, by priority level.

- ☐ Who answers when we call, and during what hours?

A live technician, a call center, or voicemail?

- ☐ How do employees request help?

Phone, email, portal, chat. Is it easy for non-technical staff?

- ☐ Can you come onsite when needed, and what does that cost?

- ☐ Is support unlimited, or billed by the hour or ticket?

Limits discourage your team from asking for help.

2 Security

- ☐ What security is included in the monthly price, and what costs extra?

MFA, EDR, email filtering, backups, training.

- ☐ How do you secure your own tools and access to our systems?

Attackers target IT providers to reach their clients.

- ☐ Do your technicians use MFA and individual accounts on our systems?

- ☐ What happens in the first hour if we get hit by ransomware?

Listen for a clear, practiced answer.

3 Pricing & contract

- ☐ Exactly what's included in the monthly fee?

Ask for a written list of what's in and out of scope.

- ☐ Is there an onboarding fee, and what does it cover?

- ☐ How are projects (new hardware, migrations, moves) billed?

- ☐ What's the contract term, and how do we exit if it isn't working?

☐ How and when can prices change?

4 Ownership & planning

☐ Will we own our admin accounts, passwords, and documentation?

The answer should be yes, without exception.

☐ If we leave, how do you hand everything over?

☐ Do you provide regular reports and business reviews?

Monthly reports and a periodic planning meeting.

☐ Will you help us budget and plan technology for the next year or two?

Look for vCIO or strategic consulting.

☐ Can you share references from businesses our size and industry?

Red flags

- ✗ They won't give you admin access or documentation for your own systems.
- ✗ Response times are vague or not in the contract.
- ✗ Security basics like MFA and backups are 'add-ons' instead of standard.
- ✗ Long contracts with no clear exit or performance terms.
- ✗ They can't explain their pricing in plain language.

Put FUSION 1 to the test.

Ask us every question on this list. We'll answer in writing.

[Book a free IT review](#)

Call or text 814-499-2119
Toll-free 888-279-9776

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