# IT Support for Small Business: How to Select a Provider to Gain Benefits of Having Support?

by Avena Sowell

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One of the most important and necessary office peripheral today is the computer. Almost all businesses, big or small, in some way or another require the use of computers, the Internet, and a networking infrastructure. In fact, numerous businesses exist that solely function using an IT infrastructure and conducting their work over the PC, e.g. Research firms, Media and Advertising companies, Online retail portals, etc. In large organisations, their requirement of IT support is taken care of by their own IT department, but in small organisations this work needs to be outsourced as its scope is not large but is extremely important for the proper functioning of the business.

In small organisations, their IT infrastructure consists of a few computers and a small network setup. It would be economically unfeasible for them to have their own IT Support team, but at the same time to ensure business is carried out without troubles, they have to take services of computer and network support. Numerous companies and individuals are there that are willing to help these small businesses in regards to their IT support services, but selecting the best one for your company can be a tough task. Here are a few points to help you out in your selection process:

1) Check the certificates and qualifications of the IT support service company. You need to know that you are dealing with valid and authentic professionals.

2) Ask about their experience. For how many years they have provided this service to others? Which areas and which networks they have handled? Try to figure out their knowledge level and see if they are the suitable choice for your system.

3) Discuss thoroughly the service terms and conditions beforehand. Make everything clear and make sure to go through all the check points. Be very careful in this stage because a small change in the agreement can lead to a huge loss for your business. Check to see that IT support services is inclusive of computer and network services too.

4) Check to see if they have certificates, membership or associations with any of the well know firms in IT Support Services like Microsoft, Cisco, NetApp, HCL, etc. This will help you ascertain their competency level.

5) Last but the most important factor to check is their references. Take a minimum 3 to a maximum 10 references from them. Talking to the actual customers who have availed the services, helps you know the level of services and quality of services offered.

At a small cost, the firms that avail IT support services have a lot to gain, letâ€™s look at the many benefits:

1) Increases productivity: As you wonâ€™t have to worry about your IT and you can concentrate on your business. Also the services will help improve your systems and make them more efficient.

2) Better communication: Knowing that your systems like phone and PC will always be up and running, gives you the surety that there wonâ€™t be any communication gaps between you and your customers.

3) Gives you an edge over your competition: Strong IT support will help you deliver products/services to your customers quicker and more efficiently. This will help you have a hand

over your competition.

4) Eliminates unnecessary or monotonous tasks: When you setup the IT system of your company, you might have thought everything was in perfect flow. Expert analysis by the IT support staff can help pinpoint those tasks which might not be necessary or redundant and help make your work more streamlined.

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Avena Sowell - About Author:
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