

## Questions to ask your IT supplier and Innovit answers

Q. Can the supplier provide all the hardware, software, services, support and maintenance you will need.

A. We can provide all hardware, software, service, support and maintenance. Where we do not provide it directly we are happy to negotiate with a third party and manage that contract on your behalf. In all cases we provide a clear Service Level Agreement.

Q. Will they install and configure your system so it's fully operational?

A. Yes - Payment is usually phased. If you are not happy – you don't pay.

Q. Will they train staff?

A. Yes – we offer both in depth technical training and application software training from Certified Trainers.

Q. What frontline support can they provide? Do they have a helpdesk?

A. You will be allocated a principal contact and a secondary contact. Our support contract stipulates a 2 hour response on telephone enquiries. In addition we operate a web based helpdesk system that you have full access to. This is kept up to date with the current status of any faults and is set up to alert you of any changes by email.

Q. Will they take responsibility for system components purchased elsewhere?

A. We are happy to support your site as a whole. This would include any components purchased elsewhere, and is detailed when the support agreement is set up. Once the agreement is in place, if you purchase components elsewhere – all we ask is that we are informed prior to the purchase. If the item is something we are unable to support directly, we are happy to help you negotiate the service level agreement with the supplier and manage the support relationship on your behalf.

Q. What sort of maintenance contracts do they provide?

A. All of the equipment we provide will come with manufacturer's warranty and we will detail this on the proposal together with options for maintenance. Our standard contract for a desktop computer for example is 3 year on-site next business day. We can also offer maintenance on existing hardware in the same manner.

Q. What exactly is included in their supply contract?

A. Our supply contracts are tailored to the individual company; however a typical contract would include the hardware, software, installation, maintenance and the first 12 month's technical support.

Q. What warranty is provided?

A. That would depend on the product. Our desktop computers all come with 3 year on-site next business day as standard. All monitors come with 3 year on-site unit swap as standard.

Q. Will they continue to provide support if you take responsibility for replacing the faulty hardware yourself?

A. Usually yes – but where the unit requires configuration we would prefer to check it out first.

Q. Will they consider any form of payment scheme linked to the benefits you receive from your system?

A. We are happy to look at linking performance to the end price. We commit to delivering a product to you on time and within cost. We are confident in our abilities to achieve this.

Q. Are upgrades and fixes to software included?

A. Our proposal will always detail what is fixed and what are annual renewal costs. Typically for example Anti-virus and firewall software will include an annual subscription for the updates. These are dictated by the software supplier.



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Q. Can they provide references from other, similar companies they've helped in the past?

A. Certainly. The foundation of our business is recommendation. Feel free to browse through our client list. I am sure they will be happy to provide a reference. If you cannot find a similar company, then contact us and we will put you in touch with one.

Q. Will they provide you with written documentation that will help you understand your system?

A. We have a standard pack we give to all new clients with the basics in it. The pack is customised to include details specific to your site.

Q. Do they show an understanding of your business needs? Do they have experience in your industry?

A. We always produce a statement of understanding as part of our initial proposal. This is to demonstrate to you that we have listened to your requirements at our initial meeting and ensure that we have understood your needs. If we are happy to spend as much time with you as necessary to ensure you are completely happy with our knowledge of your requirements.