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7 Signs That It's Time to Switch IT Companies

In today's day and age, IT support is no longer just an option, but a necessity. In order to create an environment in which your business can grow and thrive, it's important to find an IT company that truly understands your specific industry, various needs and goals.

When evaluating your current IT support, a few different criteria can help you assess whether or not your IT needs are being met, and if not, what to look for in your next IT support partner. Check out the following signs that it's time to say goodbye to your current IT support partner and discover your perfect IT match elsewhere.

1. You Can't Connect with IT Support

When an IT disaster strikes, you need answers — not an answering machine. Not only do you deserve to be able to speak with your technical support team 24/7, you also need responsive IT services to minimize or eliminate any possible consequences of a breach or other IT issue. For these reasons, your IT company should be available at all times via phone and email. If you're having trouble getting in touch with your IT support team, consider investing in IT services that will help you prevent problems and, should they occur, solve them immediately.

2. Lack of Cybersecurity Resources and Training

With cyberattacks occurring every 39 seconds on average, your IT support team should be taking preemptive steps to protect you and educate you on the best ways to avoid cybersecurity breaches and scams. Whether by training your employees to recognize potential fraudulent sites and emails or performing regular assessments of your cybersecurity protection, your IT company should be actively addressing your needs for cyber protection. If you aren't sure if your company is protected from these threats, check with your current technical support team. If there are no resources or preventative measures in place, it's best to switch to an IT company that is sure to provide tailor-made solutions for your IT needs.

3. There's No Sense of Innovation or Competition

When you partner with an IT company, you should feel as if you're gaining valuable support and resources that allow you to constantly improve your business. In order to keep making strides professionally, you need to be competitive in your field and continue to produce fresh ideas or products. To this end, your IT company should truly be a source of support and innovation, always helping you move closer to your goals and keeping you on the cutting edge. When was the last time that your IT team offered you new services or evaluated your current offering and potential improvements? If you aren't receiving attentive maintenance and services to give you an edge over your competitors, it's time to look for a new IT support team.

4. No Raving Client Reviews

Client reviews are invaluable when it comes to knowing whether or not an IT company is right for you. Even if you're already working with an IT company, try putting their business name in a search engine or on social media to see what others are saying about their level of service. The ideal IT support company will have numerous excellent reviews, with customers citing attention to detail, follow-through and superb communication. If you are not satisfied with your current IT services and you can't find any outstanding reviews for your current company, it's best to start looking for another IT company.

5. Non-Specialized Services

Because IT needs vary from industry to industry, it's essential to choose an IT company that has ample experience working within your field and understands the kind of support that your business requires. Your IT support team should be highly familiar with your sector's specific regulations and ready to advise you on the best way forward. Ask your IT company about their history with businesses in your industry. If they are not specialized in your field, consider opting for a company that works exclusively with businesses like yours and can provide more tailored IT services.

6. There's No Exit Clause in Your Contract

IT companies are meant to act as resources and support systems, constantly broadening your possibilities rather than restricting them. If you feel like you're trapped in your current IT contract and you do not have flexibility or an exit clause, it's time to make a change. Your next IT company should have a clear understanding of your goals and take steps to help you reach them. Without the freedom to make changes to your IT services or scale your business, your IT company ultimately limits your future prospects.

7. Hidden Prices and Fees

Last but not least, hidden prices and fees are a telltale sign that it's time to switch to another IT company. As the client, you should never have to pay surprise fees or blindly accept unspecified costs. Opt for an IT company that explicitly states every cost that you will be expected to pay, as well as the details of every service that you are receiving. This clear communication builds a foundation for trust between you and your IT partner, paving the pave for a successful future.

Invest in Your Future with Infiniwiz IT Services

The 7 scenarios mentioned above are prime examples of when you should leave your current IT company for a new IT support team that will better meet your needs. With years of experience providing exceptional IT services to a wide variety of clients, Infiniwiz is eager to help grow your company, keeping you safe from cybersecurity threats every step of the way. With valuable information about cloud technologies, IT assistance and security services, Infiniwiz IT professionals are here to guide you towards a promising and profitable future. For more information, simply fill out Infiniwiz IT's contact form or call a friendly team member at