



# IT PROVIDER COMPARISON CHART

Evaluate any IT company before signing anything

Not all IT providers are equal. Use the questions below to compare any IT services company — including ParJenn Technologies — before making your decision. A trustworthy provider will answer "Yes" to every point and back it up in writing.

Question	Company A	Company B	ParJenn Technologies
Do they answer their phones live during business hours?	_____	_____	✓ Yes
Do they have a written, guaranteed response time to support requests?	_____	_____	✓ Yes
Do they provide after-hours and weekend emergency support?	_____	_____	✓ Yes
Do they explain things in plain English — no geek speak?	_____	_____	✓ Yes
Do their technicians arrive on time and dress professionally?	_____	_____	✓ Yes
Do they provide detailed invoices explaining exactly what you are paying for?	_____	_____	✓ Yes
Do they carry errors & omissions, business liability, and workers' comp insurance?	_____	_____	✓ Yes
Do they guarantee projects on time and on budget — in writing?	_____	_____	✓ Yes
Do they monitor your network 24/7/365 to prevent problems proactively?	_____	_____	✓ Yes
Do they provide regular reports on backup status, patches, and security?	_____	_____	✓ Yes
Do they provide full written documentation of your network, passwords, and licenses?	_____	_____	✓ Yes
Do they have a full team — not just one person — who knows your environment?	_____	_____	✓ Yes
Is their "all-inclusive" plan truly all-inclusive? What is excluded?	_____	_____	✓ Yes
Do they monitor both on-site AND off-site backups?	_____	_____	✓ Yes
Do they perform regular test restores to verify backups actually work?	_____	_____	✓ Yes

Do they back up your network before performing any major project or upgrade?	_____	_____	✓ Yes
Do they provide a written disaster recovery plan as part of their service?	_____	_____	✓ Yes
Is their help desk US-based — not outsourced overseas?	_____	_____	✓ Yes
Do their technicians maintain current certifications and ongoing training?	_____	_____	✓ Yes
Do they provide employee cybersecurity awareness training?	_____	_____	✓ Yes
Do they have a comprehensive, layered cybersecurity protection plan?	_____	_____	✓ Yes
Will they help you create and enforce an Acceptable Use Policy (AUP)?	_____	_____	✓ Yes
Will they own issues with your ISP, phone carrier, and software vendors?	_____	_____	✓ Yes
Do they offer a money-back satisfaction guarantee?	_____	_____	✓ Yes

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**ParJenn Technologies answers YES to every question above — and will verify each answer in writing.  
Schedule your free IT assessment: [outreach.parjenn.com/it-checkup](https://outreach.parjenn.com/it-checkup) • (409) 684-2517**

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