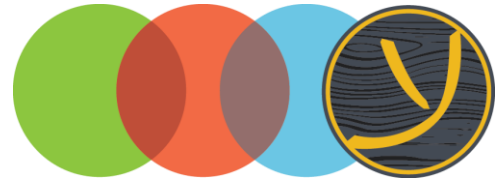


# 10 Traits of a Trusted IT Support Provider



YellowWood Networks' team has been supporting small and medium size businesses for over a decade, and during this time we have seen IT support providers come and go. What keeps the great IT providers around? Here we have compiled 10 traits that should be considered when choosing a company to support your business.

## *No. 1: Ability to assess needs*

All IT Support Providers need to know how to assess the needs of their clients as it relates to their technology responsibilities. It doesn't matter how long they have been in business; they have to be able to discover what the real needs and issues are so customers work on the "right things".

## *No. 2: Ability to create a vision*

IT Support Providers have to identify business targets and create a vision for their customers of where they want to be. They have to take charge and point the client to the desired destination. IT Support Providers that can develop and articulate a vision to their clients can accomplish great things because clients will be able to see that they are heading towards their goals.

## *No. 3: Ability to create the plan*

Once they know where they want to be, successful IT Support Providers know how to develop a plan that will get them there. That means choosing the right priorities for the situation and developing plans that are aggressive but achievable. Planning is an essential ingredient for a "high achiever" provider, but too many fail to plan.

## *No. 4: Ability to provide a team*

Great IT Support Providers know the importance of having a team that has depth as well as skill in critical areas. A successful provider must know how to improve an existing team, as well as how to add key team members. They should be able to anticipate what will be needed in the future so that the team is prepared for new challenges.

## *No. 5: Ability to focus the resources*

Focusing IT support, money, and technology resources on key priorities of the customer is essential to achieving success. The technology resources must be focused on initiatives that are in sync with customer needs and objectives, and they must deliver in a productive, cost-effective manner.

## *No. 6: Ability to implement a "client service" mindset*

A high level of client service is essential for any IT organization. Successful providers create a culture that places customer issues first. Great IT Support Providers know the reason they are in business is because people need the technology and support services that they provide, which is why successful IT providers build excellent client relationships.

## *No. 7: Ability to manage projects*

The cornerstone of any IT Support Provider's job is that the organization can deliver project initiatives in a predictable and cost-effective manner. Effective project management discipline must be a key part of any provider who expects to succeed.

## *No. 8: Ability to implement change management processes*

Technology, by its nature, demands rapid change. Every IT provider needs to be able to understand how to effectively implement change, whether it's swapping out a PC, upgrading an entire network, or developing and installing new software.

## *No. 9: Ability to communicate effectively*

Successful IT Support Providers can communicate on many different levels with all types of people. Getting your message across to technical as well as nontechnical clients, being able to manage expectations effectively, and "netting out" issues and project status with senior managers are necessary skills that prevent many providers from achieving high levels of success.

## *No. 10: Ability to track and measure performance*

It's important to set objectives and be able to measure your progress. Successful providers establish specific measurements that tell them and others how well the organization is doing and provide feedback that helps customers "zero in" on issues that will improve the organization's performance.

*The success of YellowWood Networks is only realized as our clients come to trust us. We know that the integrity of our practices, and the competency of our technicians and advisors help build trust. In laying the foundation of a healthy and lasting relationship, companies choose us because they trust us.*