Choosing an IT provider for a finance firm

A checklist you can use with any provider, including us. The aim is to find a supplier you can trust with systems that cannot stop.

Questions worth asking

Who will I speak to? Find out whether calls are answered by technicians or by a call handler who passes on a message. Ours are answered by technicians.

Do you understand our software? Ask how they work with your application suppliers and what they have done for firms using similar systems.

What happens in a failure? Ask to see the recovery arrangements and when they were last tested. A provider that has used its own recovery service for a client in earnest is worth more than one with a brochure.

How do you handle security? Ask about multi-factor authentication, patching, email protection and backups, and whether they hold Cyber Essentials Plus themselves. We do.

How long have you supported finance firms? We have supported insurance brokers and wealth managers for over ten years.

Red flags

- ✓ No clear answer on recovery
- ✓ Jargon instead of plain English
- ✓ Long minimum contracts offered up front
- ✓ No named engineer who knows your site

Choosing an IT provider for a finance firm: common questions

Should we choose the cheapest provider?

Price matters, but so does what happens when something goes wrong. Compare what is included, not just the monthly figure.

Is a free IT review a sales pitch?

It is a chance for us to learn about your firm and for you to judge us. You are under no obligation afterwards.

Talk to a technician: 03700 500 040 · enquiries@netvector.co.uk · itforfinance.co.uk
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