

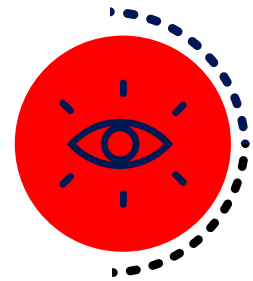
# 5 MUST HAVES FROM YOUR IT COMPANY FOR A SIMPLE SWITCH

## 1 REVIEW YOUR IT CONTRACT'S TERM & CANCELLATION POLICY

Think you can cancel at anytime? Are there hidden fees?

Many IT contracts include:

- 1 Year or Multi-Year Terms
- A specific timeframe for non-renewal notification
- An early termination fee
- Fee to offboard your organization and help transition to your new IT company

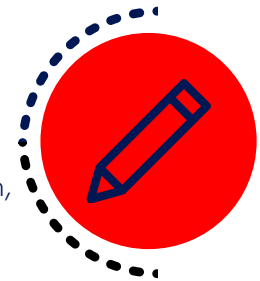


## 2 OBTAIN YOUR SYSTEM AND DEVICE CREDENTIALS

Do you maintain the keys to your company's kingdom?

Request administrator usernames and passwords for:

- Hardware devices (Servers, firewalls, switches, access points, modem, router, etc.)
- Software applications (Industry programs you use regularly)
- Backup (Must Include the encryption key)
- Wireless network (company and guest networks)
- Hosted services (Email, website, VOIP, etc.)

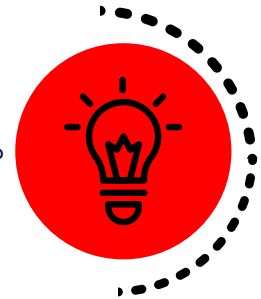


## 3 ASK FOR A LIST OF CURRENT SUBSCRIPTIONS & WARRANTY DETAILS

When are your renewals up? Can you verify hardware warranties?

Additional items include:

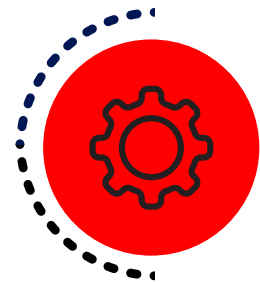
- Security services associated with firewalls
- Subscriptions for multi-factor authentication
- Antivirus
- Domain Name and Website Hosting



## 4 GET A NETWORK DIAGRAM

Do you have a blueprint of your technology?

A network diagram shows all devices in your company and where they connect.



## 5 LEARN WHICH SERVICES WILL END & NEED TO BE TRANSFERRED

Does your IT company provide ongoing services to your company?

Examples that may end upon separation include:

- Antivirus
- Security Awareness Training
- Dark Web Monitoring
- Offsite Backup
- Cybersecurity Services
- Hosted Email
- Email Security Services
- Private Hosted Servers/Desktops
- Management of website & domain
- Hosting of Website

