

IT Support Comparison Template for SMEs



How To Use This Template

- Put each provider in a column
- For each row, mark:
 - Included / Partially / Extra Cost / Not Offered
 - And/or score 1 - 5 (1 = weak/unclear, 5 = strong/clear)
 - Add notes and evidence (e.g. sample reports, onboarding plan, SLA, security baseline)

A) Operating Model Fit

- Best-fit company size and complexity (multi-site, hybrid, regulated, growth)
- Capacity and resourcing (depth of team, cover during peaks/holidays)
- Escalation (clear path to senior engineers/specialists)
- Onboarding approach (timeline, documentation capture, standards)

B) Inclusions/Commercial Transparency

- What's included vs chargeable clearly defined (in writing)
- Common chargeable items explained (examples + typical split)
- Onsite support (included? rate? response expectations)
- Projects vs support separation (how they prevent conflicts)

Provider A: _____ Provider B: _____ Provider C: _____

Category	What you're comparing (evidence-based)	Provider A Score	Provider A Notes/Evidence	Provider B Score	Provider B Notes/Evidence	Provider C Score	Provider C Notes/Evidence
Fit	Best-fit business size/complexity stated clearly						
Capacity	Resourcing, cover, response handling at peak						
Escalation	Clear escalation path and ownership						
Onboarding	Plan, standards, documentation capture						
Transparency	Inclusions/exclusions clear in writing						
Commercials	Typical extras explained, no surprises						

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C) Proactive Service

- Monitoring and altering (endpoints, servers, network)
- Patch management (OS and third-party)
- Root-cause focus (trend reporting and eliminating repeats)
- Standards and documentation (asset lists, configs, runbooks)

D) Security and Resilience Baseline

- Identity controls (MFA, admin separation, conditional access approach)
- Endpoint security (managed, monitored, reported)
- Backup and recovery (scope, restore testing, clarity on RPO/RTO)
- Incident readiness (process, communications, roles)

Category	What you're comparing (evidence-based)	Provider A Score	Provider A Notes/Evidence	Provider B Score	Provider B Notes/Evidence	Provider C Score	Provider C Notes/Evidence
Proactive	Monitoring and patching approach						
Prevention	Trend reporting and repeat issue elimination						
Documentation	Asset/config/runbook standards						
Security	Identity and endpoint baseline						
Resilience	Backup scope and restore testing						
Incidents	Major incident process and comms						

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E) Reporting, Reviews and Strategic Planning

- Service reviews (monthly/quarterly cadence and who attends)
- Reporting quality (SLA trends, recurring issues, risk)
- Roadmap and planning (what they propose for the next 90-180 days)
- Licensing and cost optimisation (visibility and recommendations)

F) Projects and Change Management

- Project delivery capability (scope, plan, communications, rollout approach)
- Change control (approvals, scheduling, business impact management)
- Handover to support (documentation and ownership after go-live)

G) Evidence and References

- Sample outputs provided (redacted QBR pack, healthcheck, roadmap)
- Relevant references (similar size/industry/complexity)
- Demonstrated outcomes (example of prevented issue or improved resilience)

Category	What you're comparing (evidence-based)	Provider A Score	Provider A Notes/Evidence	Provider B Score	Provider B Notes/Evidence	Provider C Score	Provider C Notes/Evidence
Reviews	Cadence and structure of service reviews						
Reporting	Useful metrics: SLA, risk, trends						
Roadmap	Clear priorities aligned to business						
Optimisation	Licensing and cost/value recs						
Projects	Delivery approach and governance						
Change	Change control and rollout quality						
Handover	Post-project documentation/ownership						
Evidence	Sample packs and examples supplied						
References	Quality and relevance of references						