

5 Real-Life Situations That Reveal if Your IT Provider is Really Up to the Job

The best time to evaluate your IT provider isn't when everything's going smoothly - it's when things go wrong, or when you need them to step up. Here are five real-world scenarios that reveal whether your current support is proactive, capable, and truly on your side.

When You Have a Critical Outage

The Test

A key system goes down at 9:05am on a Monday. How quickly does your provider acknowledge the problem? How long until it's actually fixed?

What Good Looks Like

Acknowledgement within minutes; Clear ETA for resolution; Regular updates without you chasing

The Apex Standard

We respond to every ticket within an agreed SLA where possible, and our proactive monitoring ensures that you'll get regular updates until full resolution

When a Cyber Threat Hits

The Test

You receive a phishing email or suspect a ransomware attempt. Does your provider react immediately - and can they prove your defences are working?

What Good Looks Like

Rapid isolation of the threat; Clear guidance for affected staff; Root cause analysis and prevention plan

The Apex Standard

We respond immediately to potential security breaches, lock down affected systems, and offer training to stop repeat attempts from getting through

When There's a Sudden Change

The Test

A senior staff member leaves suddenly, or a new starter joins tomorrow. Does your provider manage access quickly and securely?

What Good Looks Like

Quick removal of ex-employee access; New accounts created before day one; Proper permissions ready

The Apex Standard

We handle all aspects of onboarding and offboarding, ensuring your data stays secure and your team stays productive

When a Device is Lost or Stolen

The Test

A laptop containing sensitive data goes missing. Can your provider remotely secure it, track it, and protect your information?

What Good Looks Like

Device lock or wipe quickly; Confirmation of data security; Guidance on next steps and replacement

The Apex Standard

We can lock or wipe devices remotely, confirm backups, and ensure you're protected against data breaches

When You Need Strategic Advice

The Test

You ask your provider about upgrading systems, adding new tools, or improving cyber security. Do they just quote you - or do they offer proactive, tailored advice?

What Good Looks Like

Recommendations based on your goals; Future-proof solutions; Clear roadmap with costs and timelines

The Apex Standard

Our team can provide strategic advice, not just IT fixes and solutions, taking into account your business IT and cyber goals, ensuring your systems evolve with you

Score Your Provider

Give them a score out of 5 - one point for each situation they'd handle well.

5 You've got a strong partner (but we can help when you grow)

3 - 4 Time to ask questions; what's missing?

0 - 2 You're running on luck - and that runs out

Next Steps

Book your free Switching Consultation here and we'll show you how Apex would score 5/5 every time!

