

Is Your IT Provider Comfortable, But Not Right?

Nobody leaves an IT provider because of a feeling. They leave because of an incident. This scorecard lets you act on the feeling first, in about ten minutes, before the incident picks the date for you.

How to use it: Circle a number for each row. **1 = never**, **5 = consistently**. Answer from evidence you could actually produce, not from how the relationship feels. Then add up your total.

AREA	WHAT A 5 LOOKS LIKE	NEVER → ALWAYS
1 Response	Documented response and resolution times, reported without being asked. They can hand you a 90-day ticket report showing time to first human reply, time to resolution, and reopen rate. <i>Ask: What percentage of our critical tickets were resolved within an hour last quarter?</i>	1 2 3 4 5
2 Reoccurrence	Root causes eliminated, ticket volume trending down. The same printer, VPN, or login does not keep reappearing in your history. Fixing one issue eleven times is one unsolved problem, billed eleven times. <i>Ask: What are our top three reoccurring issues, and what is the plan to end each one?</i>	1 2 3 4 5
3 Security	Defenses upgraded in the last 12 months. MFA enforced everywhere, managed detection with humans watching 24/7, advanced email security, patch evidence, and a backup that has actually been restored in a test. An unrestored backup is a theory with a filename. <i>Ask: What did you add in the last 12 months, and what did you recommend that we declined?</i>	1 2 3 4 5
4 Strategy	A living roadmap, a budget forecast, and a clear position on automation and AI. Hardware refreshes are planned, not discovered. Support keeps you running. Strategy keeps you competitive. <i>Ask: What should we be doing in the next 12 months that we are not doing today?</i>	1 2 3 4 5
5 Contract terms	Transparent pricing, no surprise invoices, and you know your own renewal terms. You can state your renewal date, your termination window, any early exit fee, and exactly what onsite and after-hours work costs. <i>Ask: When does our agreement renew, and when does the window to change it close?</i>	1 2 3 4 5
6 Partnership	They know your business as well as they know your network. A partner shows up with a plan you did not ask for. A vendor shows up when you call. <i>Ask: What did you bring us last year that we had not already requested?</i>	1 2 3 4 5

YOUR TOTAL / 30

26 - 30

You have a partner.

Keep them, and tell them why. This score is rarer than it should be.

20 - 25

A decent vendor with real gaps.

Bring this page to your next review. Set a written 90-day expectation on your two lowest rows.

Below 20

Comfortable, but not right.

Find your termination window, then start your evaluation now, so you are ready to decide before an incident or an automatic renewal decides for you.

Not sure your score is fair? Get it measured.

Pegasus will run a cyber security audit, a penetration test, an infrastructure analysis, and an AI preparation session with no ongoing commitment. Either it confirms you are exactly where you should be, or it finds the gaps while they are still cheap to fix.

610-444-8256

pegasustechnologies.com