The IT Company Standards for 2021

Things move from impressive, to being the minimum requirement very fast in the IT world. That doesn't just go for the technology, but for the support process as well. Has your IT company made the changes in the last 3-5 years to keep them up with the new standard of care? Here are some features you should expect from your provider.

The New Standards	Your IT Provider	KEERAN NETWORKS
They engage with you in regular business strategy meetings. With the environment in which we all work changing so quickly, you need someone who can adapt to changing plans and priorities. Whether you set your budget annually or not, regular check-ins allow you to get the best return on your tech investment.		Meet with your Account Manager at least once a quarter to stay on track for your long term roadmap.
They provide understandable, actionable reporting. A 100 page long technical document doesn't do you any good when it gets dropped on your desk or sent to your inbox. Business reporting should allow you to identify trends, spot opportunities for a return on investment, and take steps to move your business forwards.		We track our results, and it's important we track yours as well! Get a snapshot of your environment that guides your next steps.
They are positioned to help you take advantage of cloud AND on-premises options. Don't have opportunities foreclosed to you simply because your provider doesn't have the training to capably support new solutions.		We have clients in all cloud, all on-premises, and hybrid set-ups. We have the certifications for each, so it's all about what serves you best.
They provide true flat-rate billing. The relationship is on the strongest footing when both your business and your IT provider know what to expect each month. Don't get caught in battles over billing, and focus on how to be more profitable together.		We hate being nickel and dimed, so we don't do it. It's our "All You Can Eat" guarantee.
They utilize automation to serve you better. It's nice to get a helpful technician when you have a problem. It's even nicer to not have that problem in the first place. Strong automations allow techs to focus on supporting you well, while eliminating large volumes of problems before you ever notice them.		A squad of "behind the scenes" techs work exclusively for the purposes of making your day smooth and uninterrupted.
They bring you up to speed on new best practices. Technology progresses way too quickly for anyone to rest on their laurels and still expect to deliver the best possible results. You should expect your provider to instigate change, not just sit back and wait.		Our Innovation Committee keeps us laser focused on adopting the best technologies and strategies to keep your network speedy, stable, and secure.

My name is Rishi Patel, and in the 22 years since I founded Keeran Networks there has been an incredible amount of change in the field of IT management. Keeping your network "up and running" isn't enough with the rate of change, and the new opportunities that present themselves each month. I want to pose you one final question. **What has your current IT provider done for you in the last year, that has made you BETTER than you were before?** If you feel you should have a more satisfying answer to that then I suggest we have a conversation. Reach out using the methods below or through my website and we'll be put in touch.