

GUIDE TO TRANSITIONING TO A NEW IT SERVICE PROVIDER

PRE-SELECTION

- 1 Lay out your current challenges and your ideal partner.
- 2 Identify when your contract is up with your current provider.



SELECTION

- 1 Ask the same questions to all providers, as well as custom questions based on responses.
- 2 Check references from clients.
- 3 Ensure the new IT team can communicate an onboarding process and timeline.
- 4 Notify current IT of transition.



TRANSITION

- 1 Receive a "Runbook" of application credentials and network information from the current provider.
- 2 Connect previous and new providers so you're not stuck in the middle.
- 3 New provider will lock out previous IT team from access.
- 4 Have an overlap between previous IT and new IT to ensure cooperation.



Many business owners believe this process is difficult, but as long as you choose the right provider, there should be no downtime and seamless to the end users and yourself. Don't stick with a subpar provider because you're afraid of a transition. As long as you did your due diligence in the hiring stage, you'll be in good hands.

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