Connetic

Signs You're in a Toxic IT Relationship

Ask yourself, what's the most intimate professional relationship you have? The person you trust completely with your most valuable information?

It's your IT provider!

It's easy to fall into a situation where you put up with bad service if you've never known anything better. We're here to encourage you not to settle for anything less than what you deserve. **Beware of these 5 red flags that you're in a toxic IT relationship.**

1 Constantly being asked to buy or upgrade stuff.

Spoiler alert: The systems that IT companies make you buy are not always better than what you have! At Connetic, we have a technology-agnostic philosophy. We'll work with whatever systems you currently use and will never ask you to upgrade in order to make a profit.
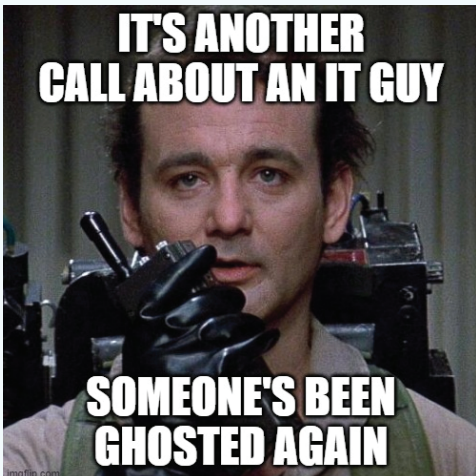

OF COURSE IT WILL WORK BETTER

IT'S AN "UPGRADE"

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IT'S ANOTHER CALL ABOUT AN IT GUY

SOMEONE'S BEEN GHOSTED AGAIN

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2 Waiting days for them to respond.

If someone wants to make you a priority, they will. Plain and simple! There is no excuse for them to leave you hanging. We offer true 24/7 Help Desk support with a 2-hour response time, meaning we'll either answer your call right away or call you back within 2 hours - guaranteed!

3. When it's obvious they aren't thinking about you and your needs.

In an IT relationship, you shouldn't feel bad for asking your MSP to be there for you. They should anticipate your needs rather than serving their own agenda. At Connetic, we implement a proactive IT strategy and think about your business, your needs, and how we can fulfill them. We don't wait for something to be broken before fixing it; we work diligently to make sure it never happens in the first place.

IF YOU COULD JUST STOP ASKING ME FOR THINGS

THAT WOULD BE GREEEAAAATTT

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SO THEN I TOLD THEM

WE'LL WORK ON FIXING IT ASAP

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4. Not taking your ability to work seriously.

Having a sense of urgency is crucial to providing excellent IT support and services. Their reluctance to fulfil their duties as your MSP shows that they don't take your needs seriously. It's our mission to limit your downtime so that you can be as productive as possible. We want to support you in achieving your goals at work.

5. Excuses for why they haven't gotten things done.

Excuses are just another way to keep you out of the loop. Make sure your MSP is communicating honestly with you about project timelines and project implementation expectations. You shouldn't have to ask questions in order to get answers. At Connetic, we anticipate what information you'll need and help guide your IT strategy every step of the way.

YOU THINK THIS IS EASY?

ROME WASN'T BUILT IN A DAY

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Are you in a Toxic IT Relationship? Dump them already!

CONTACT US

CALL US: 619-550-2005 ext 901