How To Select a Sensational IT Partner

So, you've decided to outsource your senior living community's IT support needs to a managed IT services provider. How do you select the best company for your organization?

Here are seven signs you've found the ideal IT partner for your senior living community:

1

They are fanatical about customer support. The company loves their customers. They are willing, engaged, and live for going above and beyond—no awkward, impersonal or anti-social support personnel in the bunch.

2

They meet you where you are. Many IT companies want you to spend thousands of dollars converting to an environment that is convenient for them to support. Partner with a company that is willing to work with (and optimize) what you've got.

3

They have extensive experience serving providers in the senior care industry. The ideal candidate understands the unique needs of your industry. From business applications to enterprise systems and back-office operational support, choose a tech partner that is experienced and equipped to meet all your technology needs.

4

Your relationship is actively managed to improve your technology experience. You want a team that's a collaborative provider with unfaltering support. You can count on consistent assignment and an adaptive, responsive, and relentless pursuit of customer satisfaction.
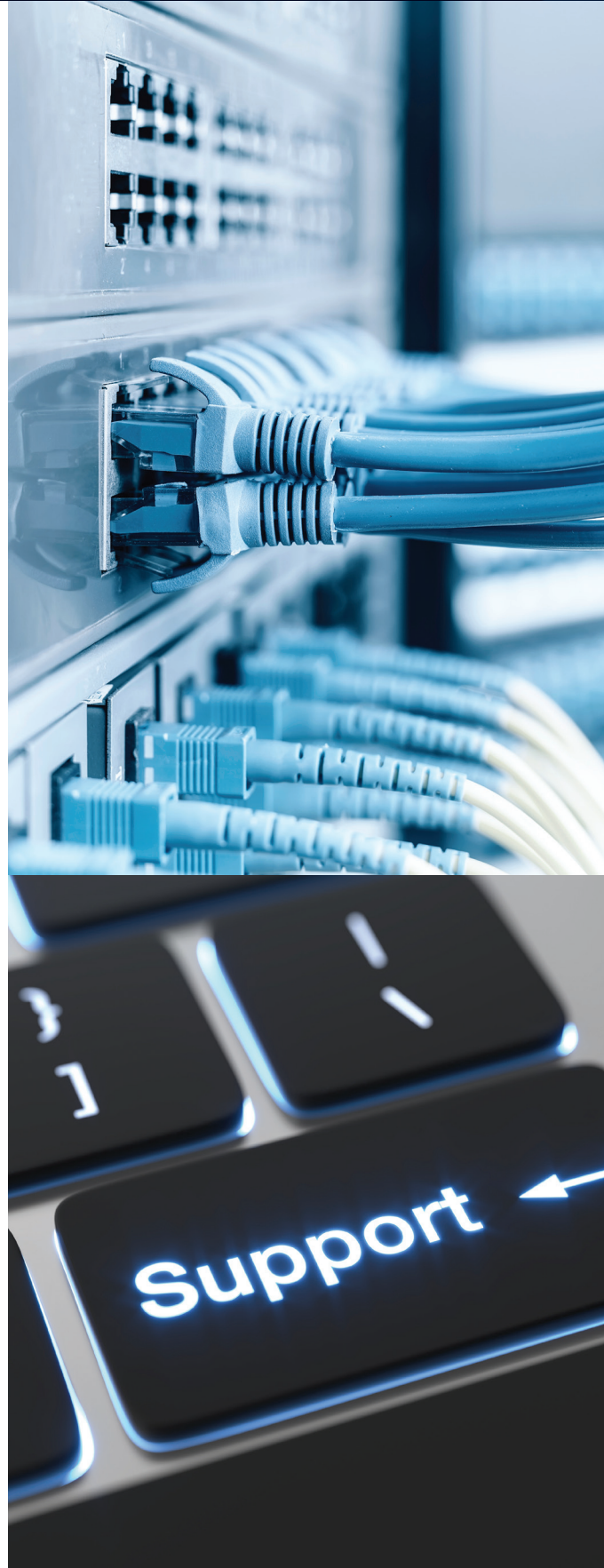
5 **They take their *own* security seriously.** "Do as I say, not as I do." No, thank you. Rest assured, your network, email, files, and records are in good hands with a tech partner that follows their own advice. Malware, data breaches, and downtime are avoided with proactive protocols.

6 **You get a robust, diverse team of IT professionals to support and guide you.** Partner with a company with the know-how to manage your day-to-day and collaborate with you on a roadmap for the future. Settle for nothing less than a single source for strategy, security, support, stability, and administration—a full-service IT support provider.

7 **They have a track record of delighting their customers.** Your systems just work and in an increasingly challenging care environment, IT is one thing that doesn't keep you up at night. And when you do have to call tech support, they are relentless in pursuit of resolutions.
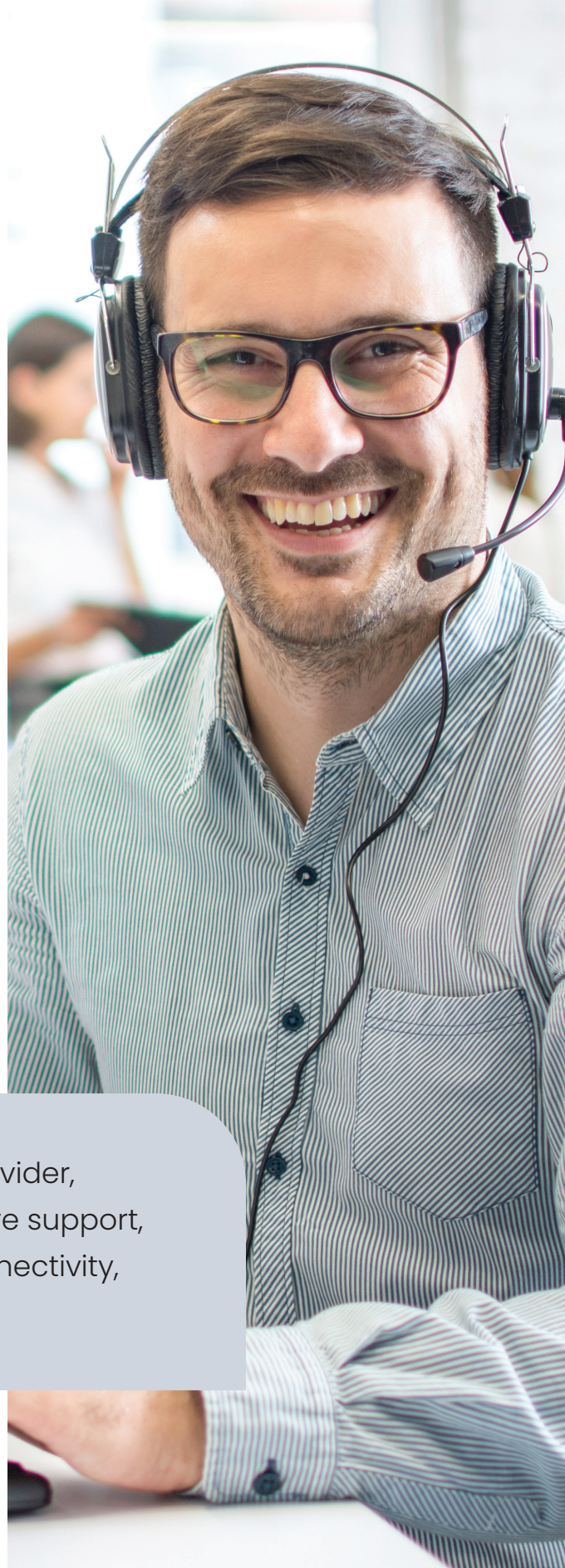
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