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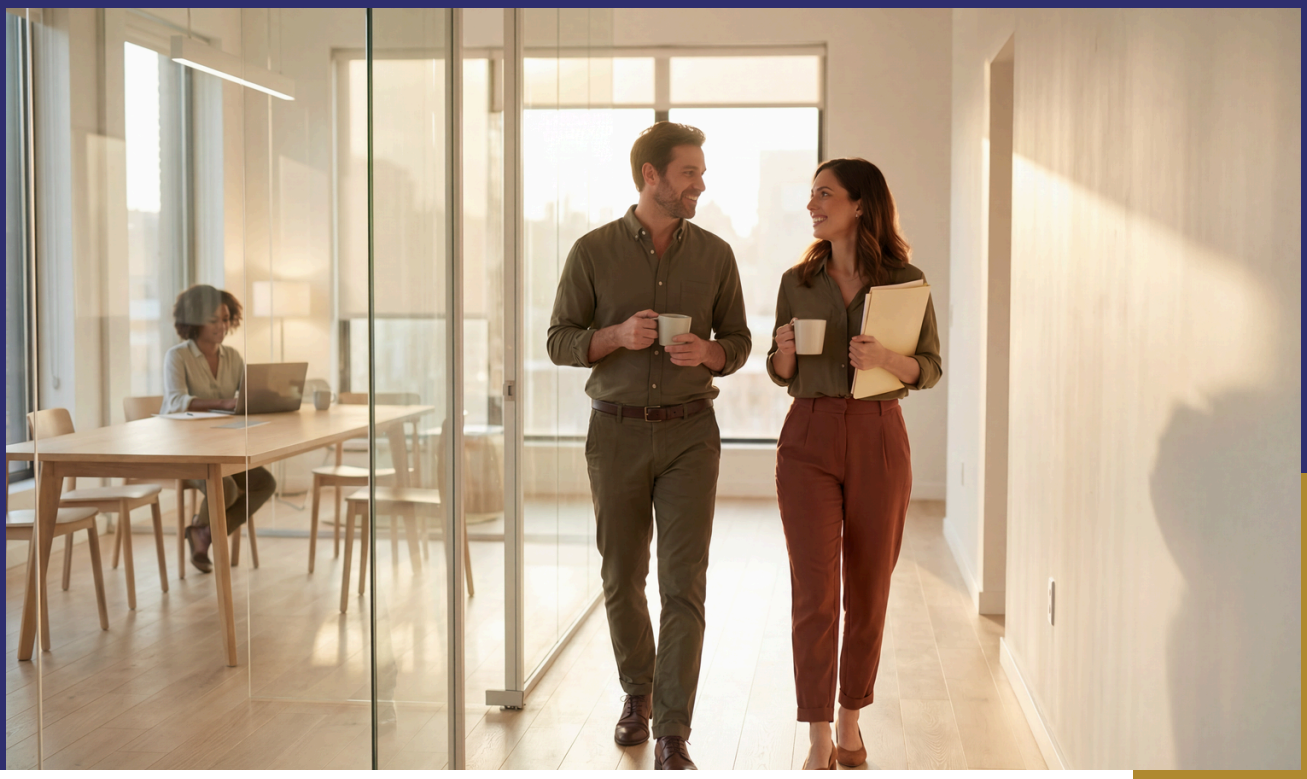
2026

THE IT PROVIDER SELF ASSESSMENT

SCORE YOUR IT PROVIDER



www.ranix.net



Introduction

This self-assessment lets you rate your current IT provider. No technical knowledge is assumed or required.

How to use this document

For each statement, enter a number that best reflects your experience with your current IT provider. 1 means "not at all / never," 5 means "completely / always." Be honest rather than generous — this is for you, not them.

Not sure how to score these answers, or want a neutral second opinion? Book a free 15-minute review at: **www.ranix.net/second-opinion**



SCALE: 1 = NOT AT ALL 2 = RARELY 3 = SOMETIMES 4 = MOSTLY 5 = ALWAYS

RESPONSIVENESS & COMMITMENTS

STATEMENT	SCORE
They respond within a time frame that's fully documented.	
Urgent issues are treated differently from minor ones.	
They acknowledge an issue AND tell you when it will actually be resolved.	
If they miss a commitment, something happens (escalation, credit, follow-up).	
TOTAL out of 20	



SCALE: 1 = NOT AT ALL 2 = RARELY 3 = SOMETIMES 4 = MOSTLY 5 = ALWAYS

PROACTIVE MONITORING & MAINTENANCE

STATEMENT	SCORE
They tell you about problems before you notice them yourself.	
You know what they actively monitor (servers, network, backups, security).	
Updates and patches happen on a regular, described schedule.	
The same issue doesn't keep quietly recurring without a real fix.	
TOTAL out of 20	



SCALE: 1 = NOT AT ALL 2 = RARELY 3 = SOMETIMES 4 = MOSTLY 5 = ALWAYS

BACKUPS & RECOVERY

STATEMENT	SCORE
You know backups are actually tested by restoring data, not just "running."	
You'd know exactly who to call and what happens first if data was lost today.	
Recovery time expectations have been explained to you in plain language.	
TOTAL out of 15	



SCALE: 1 = NOT AT ALL 2 = RARELY 3 = SOMETIMES 4 = MOSTLY 5 = ALWAYS

COMMUNICATION & TRANSPARENCY

STATEMENT	SCORE
You get regular updates or reports, not just contact when something breaks.	
They explain things in plain language, not just jargon.	
You can get an itemized breakdown of what you're paying for without a fight.	
You feel comfortable asking questions without feeling talked down to.	
TOTAL out of 20	



SCALE: 1 = NO 2 = NOT SURE 3 = THINK SO 4 = MOSTLY 5 = 100%

DATA OWNERSHIP & FLEXIBILITY

STATEMENT	SCORE
You have your own admin logins to all of your systems.	
You know where your documentation lives and can access it today.	
If you left your IT provider tomorrow, you'd be confident that you would retain your data and licenses cleanly.	
TOTAL out of 15	



SCALE: 1 = NOT AT ALL 2 = RARELY 3 = SOMETIMES 4 = MOSTLY 5 = ALWAYS

ACCOUNTABILITY

STATEMENT	SCORE
When they make a mistake, they own it rather than downplaying it.	
There's a clear point of contact when something goes wrong.	
They proactively flag risks to you before they become a problem.	
TOTAL out of 15	



How did they do?

Add up the totals across all 6 sections and note it below

Total Score out of 105

92-105: Strong relationship. Revisit this scorecard to make sure it stays that way.
62-91: A mixed picture**.** Look at which category scored lowest and start the conversation there.
Below 62: Your business is likely carrying more risk and cost than it should be.

A low or mixed score, and not sure what steps to take next? Book a free 15-minute review at: **www.ranix.net/second-opinion**

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01530 686664

info@ranix.net