

# The IT Partner Readiness Guide

How to Choose the Right  
IT Partner for Your Organization



# Why We Wrote This Guide

Your technology should be working for you, not against you. When was the last time you thought, "I'm so glad our IT just works"?

If you're like most of the business leaders we first meet with, IT doesn't work, in fact it is a matter of frustration. Instead of focusing on your business, you're dealing with servers that crash at the worst possible moments, security concerns that keep you awake at night, and support calls that feel like you're bothering someone.

We wrote this guide because we're tired of seeing good organizations struggle with bad IT support. You deserve better.

## About infinIT

We've been the local IT team for Northeast Ohio businesses for over 30 years. That's long enough to see every possible way technology can frustrate people—and more importantly, how to prevent it.

Our approach is simple: fix problems before they happen, explain things in plain English, and actually answer the phone when you call. We work with healthcare practices, government offices, nonprofits, professional services firms, and growing businesses who need their technology to work smoothly.

No jargon. No runaround. Just reliable IT support from people who live and work in your community.



Our company has used infinIT since the late '80s and we trust their team to meet our IT needs. They provide the most efficient solutions and highest quality products to resolve our technology problems, along with the best service. They are prompt, professional, and proactive. We highly recommend infinIT.

— **Char, City Administrator** who hasn't had to explain a system outage to angry residents in over two years

# 6 Signs It's Time to Find a New IT Partner

Does this sound like your typical Tuesday? If so, you're not alone... and you don't have to stay stuck.

## 1. Your Systems Go Down More Often Than They Stay Up

When "the server's down again" becomes a common phrase around your office, something's wrong. Your team shouldn't know the reboot procedure by heart.

## 2. You Lie Awake Worrying About Cybersecurity

If your current security strategy involves hoping nothing bad happens, it's time for a change. Sleep is important. You shouldn't lose it over preventable problems.

## 3. Getting Help Feels Like Pulling Teeth

You call for support and either nobody answers, or when they do, you feel like you're interrupting their day. Good IT support doesn't make you feel like a bother.

## 4. Your Technology Decisions Are Based on Crisis, Not Strategy

If you only buy new equipment when the old stuff completely dies, you're stuck in reactive mode. Strategic planning beats emergency shopping every time.

## 5. You Avoid Growth Opportunities Because Your Systems Can't Handle Them

"We can't take on that new contract because our network won't support more users" should never be a sentence you have to say.

## 6. Your IT Budget Is a Complete Mystery

Surprise repair bills and emergency expenses shouldn't be your primary IT costs. Predictable support means predictable budgets.

# What to Look for in Your Next IT Partner

When you're evaluating potential partners, here's what actually matters:

## → They Pick Up the Phone

- **Look for:** Real people who answer calls promptly and explain things clearly
- **Red flag:** Automated systems that make you wait or techs who talk down to you

## → They Know Your Industry

- **Look for:** Experience with organizations like yours, understanding of your compliance needs
- **Red flag:** Generic solutions that ignore your specific challenges

## → They Prevent Problems Instead of Just Fixing Them

- **Look for:** 24/7 monitoring, proactive maintenance, strategic planning
- **Red flag:** "Break-fix" mentality that waits for disasters

## → They're Transparent About Costs

- **Look for:** Clear pricing, predictable monthly fees, no hidden charges
- **Red flag:** Vague estimates and surprise bills

## → They Plan for Your Future, Not Just Today

- **Look for:** Technology roadmaps, scalability discussions, growth planning
- **Red flag:** Band-aid solutions that create bigger problems later

## Industry-Specific IT Challenges (And How the Right Partner Solves Them)

### Government: "We Need It to Work, and We Need It to Be Affordable"

#### → Your Reality:

Between budget meetings and constituent calls, the last thing you need is your email server crashing right before the monthly council meeting. Yet here you are, explaining to residents why their permit applications are delayed because "the computers are down." Your IT budget is tight, your systems are aging, and you need secure access to sensitive public data.

### → What Good IT Support Looks Like:

- Modernization plans that work within government budgets
- Secure remote access that meets compliance requirements
- Support for the specialized software government offices actually use
- Understanding that public service means systems need to be reliable

## **Churches & Nonprofits: "We're Doing Important Work on a Shoestring Budget"**

### → Your Reality:

Your mission is too important to be derailed by technology problems, but your budget is stretched thin. You rely on volunteers who have varying levels of tech skills, and when something breaks, it stays broken until someone has time to figure it out. You need solutions that work for people who aren't IT experts.

### → What Good IT Support Looks Like:

- Affordable service packages designed for nonprofit budgets
- Simple, reliable systems that volunteers can actually use
- Training and support that doesn't assume everyone is a tech expert
- Understanding that every dollar spent on IT is a dollar not spent on your mission

## **Professional Services: "Our Clients Trust Us with Sensitive Information"**

### → Your Reality:

Your clients expect secure file sharing, reliable remote access, and systems that don't crash during important presentations. You're competing against firms with sophisticated technology, and you can't afford to look unprofessional because of IT problems. Compliance requirements are getting stricter, and you're not sure if your current setup meets the standards.

### → What Good IT Support Looks Like:

- Secure systems that protect client confidentiality
- Reliable remote access and collaboration tools
- Compliance support for industry regulations
- Technology that makes you look professional, not the opposite

# Why Choose infinIT?

## We're Your Neighbors

We live and work in Northeast Ohio. When you call, you're talking to people who understand local businesses and care about this community's success.

**infinIT Cleveland:** 1801 St Clair Ave NE, Cleveland, OH 44114

**infinIT Warren-Youngstown:** 4195 Parkman Rd NW, Warren, OH 44481

## We Fix Problems Before They Happen

Instead of waiting for your server to crash, we monitor it 24/7 and fix issues before they affect your work. Less drama, more productivity.

## We Speak Plain English (Not the Techy Kind)

No jargon, no condescending explanations. We explain things clearly and make sure you understand what's happening with your technology.

## We've Seen It All

Over three decades of business means we've dealt with every possible technology problem. Chances are, we've solved your issue before.

## We Plan for Your Success

Rather than just maintain your current systems, we help you plan technology investments that support your long-term goals.



It has always been a challenge to manage our technology on top of our daily responsibilities. But now with the help of infinIT, we have more time to take care of business matters. Their personalized service plan has helped increase productivity, saving us both time and money.

— **Tom, Executive Director** who now focuses on programs instead of printer problems

# Readiness Checklist:

## Are You Ready for Better IT Support?

Be honest with yourself. How well do these statements describe your current situation?

Rate each statement: (Never = 1, Sometimes = 2, Usually = 3, Always = 4)

- \_\_\_ We actually have a documented IT strategy (not just "call Jerry when something breaks")
- \_\_\_ We know our cybersecurity risks and have a real plan to address them
- \_\_\_ When we call for help, we don't feel like we're bothering someone
- \_\_\_ We're confident our data backups would actually work in an emergency
- \_\_\_ Our technology supports remote work, growth, and compliance requirements
- \_\_\_ Our IT budget is predictable and we understand what we're paying for

### Your Score:

#### Below 15 Points:

You're probably dealing with more IT stress than necessary. Let's talk about how to stabilize and secure your foundation.

#### 15-19 Points:

You're on the right track, but there's room for improvement. Don't get stuck here... A fresh perspective could make a big difference.

#### 20-24 Points:

You're in great shape! A proactive IT partner can help you scale even more efficiently.

# Ready to Take Control of Your Technology?

If you're tired of IT problems disrupting your important work, let's have a conversation. We offer free consultations where we'll assess your current situation and talk about how we might help.

No sales pitch. No pressure. Just an honest discussion about your technology needs and whether we're a good fit.

## Get Started:



Visit: [infiniT.us](https://infiniT.us)



Email: [sales@infiniT.us](mailto:sales@infiniT.us)



Call: [800-343-7400](tel:800-343-7400)

## Locations:

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## Want More Resources?

Check out [our blog](#) for practical tips on IT strategy, security, and getting more value from your technology investments. Find real advice for real businesses, written by experts who know what they're talking about.

