



20 Questions Irish SMEs Should Ask Their Outsourcing Partner

1. How long are you tied in for?
2. Is there a named contact responsible for managing your account?
3. What are the escalation procedures?
4. Who within your company can contact the provider?
5. What are the hours of coverage of the service?
6. Are there any arrangements for out of hours contact in the case of emergency?
7. Is there online access for you to view progress of any outstanding service calls?
8. Where is the service going to be delivered from?
9. Is there a service desk provided?
10. Do the staff providing the outsourcing service understand your business?
11. Can you ask for individuals to be removed from providing your service?
 - Are the conditions clearly defined?
12. Is what is covered under the agreement clearly defined?
13. Is what is NOT covered, also clearly defined?
14. Will the outsourcing services be delivered onsite or remotely?
15. How often will their staff visit your premises?
16. Can you exit the agreement early if the service levels are not met?
 - Are your rights in this regard clearly documented?
17. Does the provider have the right to terminate the contract early?
 - Under what circumstances?
 - What notice period?
18. Do you still need to deal with hardware/software suppliers, or will the outsourcing provider take on this responsibility?
19. How often do you receive service reports?
20. Will they regularly measure service quality and performance?