

10 reasons to switch to a B Corp IT support partner

If you're experiencing any of the following issues, it's worth considering if your current IT provider is truly meeting your needs. A combination of these signs may indicate that you've outgrown your current partnership. Your business deserves an IT partner with shared values, who empowers you to focus on what matters most - your business. You should feel unburdened by technology, not held back by it.

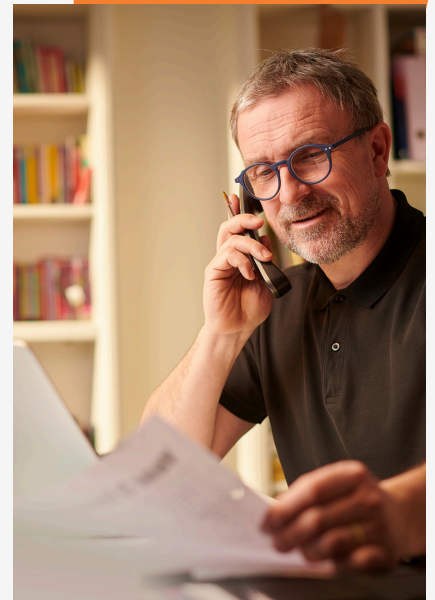
● **THEY DON'T UNDERSTAND YOUR BUSINESS. LEADING TO A LACK OF BUSINESS RESULTS.**

ROI is crucial, especially now when margins are tight. Your IT partner should clearly demonstrate how their work benefits your business. Look for a partner who understands the unique risk requirements of purpose-driven or B Corp business and offers detailed IT strategies and relevant, jargon-free metrics to measure success. You need an IT partner that is driving not only the right solutions for your business but also doing it using best practice sustainable approaches.

ITGUY'S is a certified B-Corp so we have to practice what we preach. It also means we know what you need. We offer a Carbon/Energy IT Audit for just £99 + VAT which gives you all the insight you need to help make significant changes to your sustainability impact.

● **POOR COMMUNICATION**

From slow response times to poor update communication, these issues are unacceptable. A good IT support partner will acknowledge problems promptly, keep you informed, and fulfil commitments on time, ensuring your business runs smoothly.



When is it time to make a change?

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● NEGLECTING DATA SECURITY

Some IT providers fail to prioritise data security. Your IT partner should stay updated on the latest threats and ensure your data and software are always protected. Don't risk your organisation's safety with a careless provider.

Cybersecurity is one of the number one risks for businesses, yet only 15% of UK businesses have a formal cybersecurity incident management plan, leaving them exposed. Don't be part of that statistic; book your free Cybersecurity check [here](#) today.

● SLOW PROBLEM RESOLUTION

While some issues take time to resolve, communication is key. If your IT partner keeps you updated, you'll have confidence in their handling of problems. Long delays and unresolved issues are unacceptable and hurt your productivity.

● NO LEARNING OPPORTUNITIES

While you don't need to be an IT expert, your partner should educate you on essential topics like cybersecurity. If they dismiss your need to understand, it's a warning sign. Basic knowledge helps you protect your organisation better.

● CONFUSING TECH JARGON

A good IT support partner simplifies technology for you. They should explain issues and solutions in plain language, ensuring effective communication and reducing frustration for your business.

● LACK OF ACCOUNTABILITY

An IT partner should take responsibility for their part of the agreement. Passing the buck or blaming your business for issues they should handle damages trust and hampers the partnership.



● LACK OF A ROADMAP

Your partner should be proactively planning your approach to IT and your evolving needs. Tailoring their services to meet your organisation's unique needs and goals, rather than sticking rigidly to a one-size-fits-all approach. IT should be seen as a journey. You should be planning and budgeting in advance to limit any nasty surprises. If you don't know what changes might be coming up in the future or know that your IT is fully aligned with your plan for business growth, it's definitely time for a change.

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PUSHING UNNECESSARY HARDWARE

Beware of IT providers more interested in selling new equipment than optimising your current setup. A reliable partner will help you create an IT roadmap, prioritising efficiency and appropriate tech over unnecessary hardware upgrades.

We take hardware seriously. With the right strategy using remanufactured computers and best practices to extend the life of hardware, it's one of the most effective ways small businesses can both save money and help the environment.

OUTGROWING YOUR PROVIDER

Sometimes, your business just outgrows your IT provider. If response times slow, strategic recommendations stop, or you need more support, it's time to find a new partner. A good IT partner will recognise this and may even initiate the conversation.

If any of these issues sound familiar, it might be time to switch IT support partners. Trusting your technology to a reliable partner is key to your organisation's growth and success. While no company is perfect, a strong partnership allows for quick course corrections and effective issue resolution, keeping your business running smoothly.

PARTNER WITH US

ITGUYS delivers IT Freedom. We want to ensure purpose-driven businesses are confident that they are safe and protected from the risks and complexity of IT. Free to focus on what matters, confident they have the strategy and tools in place that are right for them to proactively support their business growth free from the worry of IT while still reducing their IT impact on the planet.

"I love that I don't have to think about my IT. That feels weird, right? But it's true. If it is so important operationally and you don't have to think about it, gives me the bandwidth to worry about other things. ITGUYS have dropped everything to ensure we're up and running.

I continue to be really impressed with their commitment to us."

Lettie Graham

Book a call with Ben
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or online [here](#)



Let's chat about how you work, what you like and how we can help you. We want to empower businesses of all sizes with the IT they deserve. If that sounds good to you, pick up your phone or send us a message.

www.itguys.com