WIRE-IT

LOCAL SERVICE

Local vs. National
IT Provider Checklist

A side-by-side comparison and self-assessment to evaluate
whether your IT partner can deliver when it matters most.

A free resource from Wire-It | Omaha, NE

Why Local Matters for IT Support

When your network goes down at 4:30 PM on a Friday, the difference between a local partner and a national call center is measured in hours of lost revenue. A local team knows your building, your contractors, and your name. Use this scorecard to evaluate whether your current IT provider is truly set up to serve you when it matters most.

Local vs. National: Side-by-Side Comparison

Factor	National Provider	Local Partner (Wire-It)
Emergency Response	24-48 hours (ticket queue)	Same-day, often under 1 hour
On-Site Knowledge	Rotating technicians	Consistent team who knows your setup
Escalation Path	Multi-tier phone tree	Direct line to decision-makers
Equipment in Stock	Ships from warehouse	In the truck, ready to install
Code Compliance	Generic national standards	Local building codes + inspectors
Accountability	Corporate SLA fine print	Reputation in the community
Ongoing Relationship	Account number	Name and handshake

Rate Your Current IT Provider

Score each of the following 10 factors on a scale of **1** (Poor) to **5** (Excellent) based on your real experience with your current provider. Be honest — this is for you.

1. Emergency Response Time

How quickly does your provider arrive on-site during a critical outage?

1 = 48+ hours | 2 = 24-48 hrs | 3 = Same day | 4 = Under 2 hrs | 5 = Under 1 hr

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

2. Technician Consistency

Do you see the same technician each visit, or a different face every time?

1 = Always different | 3 = Sometimes the same | 5 = Dedicated tech who knows my setup

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

3. Escalation Access

Can you reach a decision-maker directly when something is urgent?

1 = Multi-tier phone tree only | 3 = Email to manager | 5 = Direct phone/text to owner

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

4. On-Site Parts Availability

Does the tech show up with common parts, or do you wait for shipping?

1 = Always ships parts | 3 = Sometimes has parts | 5 = Stocked truck, ready to swap

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

5. Local Code Knowledge

Is your provider familiar with local building codes, inspectors, and permits?

1 = No local knowledge | 3 = Some awareness | 5 = Works with local inspectors regularly

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

6. Full-Stack Capability

Can one provider handle cabling, security, IT, and managed services?

1 = Single service only | 3 = Two services | 5 = Full stack under one roof

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

7. Proactive Communication

Does your provider notify you about issues before you notice them?

1 = Never | 3 = Sometimes | 5 = 24/7 monitoring with proactive alerts

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

8. Contractor Coordination

Can your IT provider work directly with your GC, electrician, or architect?

1 = No coordination | 3 = Will if asked | 5 = Regular working relationships

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

9. Documentation and Transparency

Do you receive clear reports, cable maps, and invoices with no surprises?

1 = No documentation | 3 = Basic invoices | 5 = Full reports, maps, and photos

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

10. Community Accountability

Is your provider invested in the local community with a visible reputation?

1 = National corp, no local presence | 3 = Regional office | 5 = Local owner, 25+ years

Your Score: ■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Tally Your Score

Add up your scores from all 10 questions. Your total will be between **10** and **50**.

Q1 ___ + Q2 ___ + Q3 ___ + Q4 ___ + Q5 ___ + Q6 ___ + Q7 ___ + Q8 ___ + Q9 ___ + Q10 ___

Total Score: _____ / 50

Your Results: What Your Score Means

40 - 50 Excellent Provider Fit

Your current IT provider is delivering strong, responsive, local-quality service. You have a partner who knows your systems, shows up fast, and communicates proactively.

Recommended Action: Keep doing what you're doing. Schedule an annual review to make sure service levels stay consistent as your business grows. Consider asking your provider about a long-term service agreement to lock in priority response times.

25 - 39   Gaps Are Showing

Your provider handles the basics, but there are clear gaps in responsiveness, expertise, or capability. You may be waiting too long for emergency support, dealing with rotating technicians, or patching together multiple vendors for a job one provider should handle.

Recommended Action: Document the specific areas where service falls short and request a meeting with your provider to address them. If improvements aren't made within 60 days, it's time to get a second opinion. A free evaluation from a local full-stack provider like Wire-It can show you exactly what you're missing and what better service looks like — with no obligation.

10 - 24   High Risk — Switch Recommended

Your IT support has serious deficiencies. Slow response times, no local expertise, poor documentation, and fragmented services are putting your business at risk. Every day you operate with inadequate IT support increases your exposure to costly downtime, security breaches, and missed business opportunities.

Recommended Action: Don't wait for the next crisis. Schedule a free, no-obligation IT assessment with a local provider who can deliver the full stack — cabling, security, computers, and managed services — under one roof. Wire-It has been Omaha's trusted technology partner for 25 years. We show up in under an hour because we're five miles away, not five states.

Wire-It Tip: The best time to evaluate your IT provider is before the next emergency, not during one. A 60-minute consultation can reveal gaps that save you thousands in downtime.

Ready to Take the Next Step?

Get a free estimate from a local team that shows up. Contact Wire-It.

www.wire-it-inc.com/contact | (531) 710-1234