

# 5 Questions to Ask Before Hiring a Managed IT Service Provider



The dental industry is evolving at all levels – from a reliance on automated workflows and market for “on demand” services to the introduction of new technology and equipment. It’s more important than ever to choose a technology partner who can not only keep up with the industry but protect your practice against cyber criminals who are also evolving!

To help you make the right decision, we’ll review five key questions to ask before hiring a Managed IT Service Provider for your dental practice.

## ✔ What are your credentials?

Just as if you were interviewing a new employee for your team, be sure to ask about the provider’s certifications, licenses, and experience. For example, at HTI, we have 25 years of industry experience and are certified on the hardware and software dental practices use every day.

## ✔ Are you a general IT provider or dental-specific?

Unlike a general IT company, dental-specific providers are well-versed in the systems you need, the products you use, the data that is most important to your business, and the workflows needed to make everything run seamlessly. From practice management software to intraoral cameras and x-ray equipment, your Managed IT Service Provider candidate should be experienced in the way your practice operates.

## ✔ Are your solutions scalable?

What works for your practice today may not be enough for tomorrow! Choose a provider who offers customized solutions that will grow with you, not a “one size fits all” approach. At HTI, we work to ensure our services align with your unique workflows, business goals, and practice size.

## ✔ Are your services proactive or reactive?

The technology world moves at a rapid pace and there’s simply not enough time to be reactive. Through continuous monitoring, comprehensive data backups, and around the clock protection, your provider should be able to prevent most issues before they arise – and be ready to quickly remote in and solve them if they do.

## ✔ Do you offer cybersecurity services?

With cyber-attacks on the rise, cybersecurity services and ransomware protection are essential when considering any new IT provider. An attack could not only be financially crippling but damaging to your practice’s reputation and lead to costly downtime for you and your staff. At HTI, we can help you sleep better at night knowing that your data is always secure.

**The right Managed IT Service Provider can help your practice be more efficient, lower costs, and stay protected against cyber threats. Call HTI at 877-222-1508 to learn how we can help you!**