

# 2026 MSP GUIDE

CHOOSING THE RIGHT  
IT PARTNER:

EVERYTHING YOU  
NEED TO KNOW  
WHEN SELECTING AN  
MSP



## EXECUTIVE SUMMARY

Choosing an IT partner isn't just about fixing technology when it breaks—it's about building a long-term relationship with a team that truly understands your business and prioritizes your success. Unfortunately, many IT providers focus more on their own profits than on delivering real value.

The IT industry is filled with confusing service models, hidden fees, long wait times, and reactive support that often leaves businesses feeling trapped and underserved. Without a partner who proactively manages IT, supports your staff, and aligns technology with your goals.

So how do you know if you're choosing the right IT provider?

This guide will help you navigate the decision with:

- 5 Key Questions to Evaluate Customer Service & IT Support
- 4 Crucial Questions to Assess IT Staffing and Employee Support
- 3 Smart Budgeting & Planning Questions to Avoid Hidden IT Costs
- 3 Essential Factors for Evaluating the Depth of an IT Provider's Team
- 4 Must-Ask Questions to Determine Technical Expertise & Support
- 4 Critical Considerations for Reliable Network Maintenance
- 3 Vital Checkpoints for Backup & Disaster Recovery Preparedness
- A Key question about Contracts & Exit Terms

We created this guide to cut through the noise and give you confidence in your IT decisions. Got questions? We're happy to provide honest advice, whether you end up working with us or not.



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## INDUSTRY SECRET: HOW IT COMPANIES REALLY OPERATE

Many businesses don't realize how IT companies make their money. Here's a breakdown of the three most common IT service models—and why they may not serve your best interests.

### The "Break-Fix" IT Company

Also known as pay-by-the-hour support, these companies profit when your systems fail. Every security breach, slow computer, or network crash means more billable hours for them. While this model may seem cost-effective upfront, it actually incentivizes short-term fixes over long-term solutions.

Technicians in break-fix companies are often pressured to maximize billable hours rather than resolve underlying problems. Their goal isn't to reduce the number of times you call for support—it's to ensure they stay busy. Instead of solving the root cause of issues, they may apply temporary patches that keep you coming back for more service (and more invoices).

### The "Preventative" Maintenance IT Company

Some IT providers offer scheduled maintenance visits to keep your systems running smoothly. While this sounds appealing, the reality is that these visits are often rigidly time-blocked.

If they finish early, you still pay for the full visit, even if no more work is needed. If they run out of time, your unresolved issues wait until the next appointment—unless you're willing to pay extra.

Even worse, many of these providers put low-level technicians on front-line support to burn through pre-paid hours or increase billable time. These entry-level techs may not have the expertise to resolve issues quickly, leading to unnecessary escalations, delays, and frustration.

## The Open Approach Way: Proactive, Transparent, and Business-Aligned IT Support

We believe IT support should be simple, effective, and predictable. That's why we've built a service model that aligns with your success—not our ability to bill you.

- Flat-rate, unlimited support. No unpredictable hourly fees. Your team can call anytime without worrying about extra charges.
- No “billable hours” incentives. Our technicians are measured on how well they resolve issues—not on how many hours they log.
- Highly trained, experienced technicians on the front lines. We don't use entry-level techs to “burn time” that wastes your time. When you call us, you get an expert.
- We understand your business. No need to re-explain issues—we already know your team, your workflows, and your IT environment.
- We prevent problems before they start. Our 24/7 monitoring ensures issues are caught and resolved before they cause downtime.

## WHAT TO ASK WHEN CHOOSING AN IT PROVIDER

### Customer Service & Support

- **Do they answer calls live, or will you be stuck waiting for a callback?**

When IT issues arise, time is of the essence. Waiting for a callback—especially during a crisis—means lost productivity, frustrated employees, and potentially costly downtime. Many IT providers use automated systems or ticketing queues, forcing you to wait hours (or even days) for a response. This delay can turn a small inconvenience into a major disruption.

At Open Approach, we prioritize real-time support. When you call, you speak to a live, experienced technician—no waiting, no voicemail, no frustrating back-and-forth. This immediate assistance reduces downtime, helps your team stay focused, and

ensures critical issues are addressed before they escalate. With our proactive approach, we don't just fix problems quickly—we help prevent them in the first place.

- **Do they explain things clearly or overwhelm you with tech jargon?**

Too often, IT providers speak in complex technical terms that leave business owners and employees feeling confused and frustrated. When your IT partner doesn't explain things clearly, you may struggle to make informed decisions about your technology, leading to misaligned expectations, unnecessary expenses, and avoidable security risks. Worse, some providers use jargon as a smokescreen to justify extra charges or obscure the real state of your IT infrastructure.

At Open Approach, we believe clarity is key to a successful partnership. We break down complex topics into plain language, ensuring you understand not just what's happening with your IT, but why it matters for your business. Our goal is to empower you with knowledge—not overwhelm you with technical details. When you work with us, you get straightforward explanations, transparent communication, and a partner who prioritizes your confidence in IT decisions.

- **Do they provide transparent invoices, clearly explaining what you're paying for?**

Many IT providers send invoices with vague line items, hidden fees, or confusing technical jargon, making it hard to understand what you're actually paying for. This lack of transparency can lead to unexpected costs, strain your budget, and erode trust in your IT partner. Without clear billing, businesses may hesitate to seek support, fearing additional charges or unknowingly overpay for services they assumed were included.

At Open Approach, we believe in complete transparency. Our invoices are clear, detailed, and predictable—no hidden fees, no surprise costs. You always know what you're paying for, allowing you to budget with confidence.

- **Do they guarantee project completion on time and on budget?**

Many IT providers make vague promises about project timelines and budgets, but in reality, delays and unexpected costs are common. Scope creep, poor planning, and lack of clear communication can cause projects to drag on, disrupting your operations and increasing expenses. Without clear accountability, businesses are often left in the dark, facing missed deadlines and surprise invoices that strain budgets and cause frustration. When IT projects spiral out of control, productivity suffers, employees struggle with outdated systems, and growth initiatives stall.

At Open Approach, we take a structured, transparent approach to project management to ensure your IT initiatives are completed on time and within budget. We start with a clear, detailed scope of work and realistic timelines, setting clear expectations from day one. Our team provides regular progress updates, proactively addresses potential roadblocks, and ensures efficient execution without unnecessary delays. With our commitment to accountability and precision, you get the technology solutions you need—without unexpected costs or last-minute surprises.

- **Is their "all-inclusive" plan truly all-inclusive or are there hidden exclusions?**

Many IT providers advertise "all-inclusive" plans, but hidden exclusions often mean that essential services—like after-hours support, cybersecurity protections, or advanced troubleshooting—come with unexpected fees. This lack of transparency can lead to surprise costs, leaving businesses unprepared for budget overruns. Worse, when companies assume they're fully covered but later discover limitations, they may delay necessary IT support to avoid extra charges, putting their security and operations at risk. A truly comprehensive IT plan should eliminate guess work and provide clear, predictable costs.

At Open Approach, our all-inclusive plan means exactly that—no hidden fees, no surprise exclusions, and no nickel-and-diming. We believe IT support should be simple, effective, and transparent, so you can budget with confidence and get the help you need without hesitation. Our proactive approach ensures your systems are continuously monitored and maintained, reducing the likelihood of costly downtime or security breaches.

## Supporting Your Staff

- **Do your employees hesitate to call for IT help because they're afraid it will cost extra?**

Many employees hesitate to call IT support when they fear unexpected costs, leading to unresolved technical issues that slow productivity and create frustration. When employees avoid seeking help, small problems can quickly escalate into major disruptions, resulting in lost work hours, security vulnerabilities, and increased stress. A workplace where staff feels uncertain about IT support creates inefficiencies and fosters a reactive, rather than proactive, approach to technology management.

At Open Approach, we eliminate this concern with our unlimited support model. Your team can call whenever they need help without worrying about extra charges, ensuring issues are addressed before they grow into costly problems. By removing the financial hesitation, we encourage a culture of efficiency, security, and productivity—where employees feel confident knowing they have reliable IT support whenever they need it.

- **Are your employees stuck waiting on hold for long periods before speaking to someone?**

Log hold times aren't just frustrating—they're costly. Every minute your employees spend waiting for IT support is time they're not working, leading to lost productivity, missed deadlines, and growing frustration. When IT issues linger, they can snowball into larger problems, impacting operations, customer service, and even revenue. Slow response times also signal a deeper issue: an IT provider that's overwhelmed, understaffed, or simply not prioritizing your business' needs.

At Open Approach, we believe that IT support should be immediate and seamless. That's why we answer calls live, ensuring your employees get help when they need it—not hours or days later. Our team is staffed with experienced professionals who can resolve issues quickly, minimizing downtime and keeping your business running smoothly. With Open Approach, your employees won't waste time waiting in a queue

or navigating endless automated prompts—they'll get direct access to real experts who are ready to assist.

- **Do you have to go through multiple people just to get a simple issue resolved?**

If you have to go through multiple people just to resolve a simple IT issue, it's a sign of inefficiency in your provider's support system. This often happens when IT companies use tiered support models that rely on inexperienced front-line staff to handle initial requests. As a result, your employees may have to explain the problem multiple times before finally reaching someone with the expertise to fix it. This not only wastes valuable time but also leads to frustration, decreased productivity, and prolonged downtime—especially when urgent issues require immediate resolution.

At Open Approach, we eliminate these bottlenecks by ensuring that highly trained, experienced technicians are on the front lines of support. When you call us, you get direct access to professionals who understand your business and can resolve issues quickly—without unnecessary escalations or repetitive troubleshooting steps. Our streamlined approach means faster fixes, fewer disruptions, and a more seamless IT experience.

- **Do they take the time to understand your business, or do you have to explain everything every time?**

Many IT providers take a one-size-fits-all approach, treating every business the same without taking the time to understand its unique needs, workflows, and challenges. This leads to frustrating, repetitive conversations where you have to re-explain your operations, software, and past issues every time you need support. As a result, IT problems take longer to resolve, critical details get missed, and you're left feeling like just another ticket in a queue rather than a valued client. Worse, an IT provider that doesn't fully grasp your business can make recommendations that aren't aligned with your goals, leading to wasted budgets, inefficiencies, and potential security risks.

At Open Approach, we believe your IT partner should be an extension of your team, not just a help desk. That's why we invest the time to learn your business, industry-specific software, and long-term objectives. Our team builds relationships with your staff, ensuring we understand your environment and can provide proactive, tailored



support. With this approach, you get faster resolutions, better strategic guidance, and an IT partner who works with you—not just for you.

## Budgeting & Planning

- **Do they provide a clear, predictable IT budget, or are you constantly hit with surprise costs?**

Unpredictable IT costs can wreak havoc on a business's budget, making it difficult to plan for growth, allocate resources effectively, and avoid unexpected financial strain. Many IT providers operate with unclear pricing models, hidden fees, or unpredictable hourly billing, leaving businesses vulnerable to surprise costs. This lack of transparency can lead to unnecessary spending, delays in crucial IT decisions, and an overall sense of uncertainty about the true cost of maintaining a secure and efficient technology infrastructure.

At Open Approach, we believe in complete pricing transparency so you can budget with confidence. Our flat-rate, all-inclusive IT support model eliminates surprise fees, giving you predictable costs that align with your business needs. We proactively assess your technology environment and provide strategic planning to help you forecast IT expenses, ensuring you're never caught off guard.

- **Do they help you plan for future IT needs, or do they wait until something breaks?**

Waiting until something breaks to address IT issues is a risky and costly approach. Without proactive planning, businesses often face unexpected downtime, security vulnerabilities, and outdated technology that hinders growth. This reactive mindset leads to higher emergency repair costs, lost productivity, and potential data breaches that could have been prevented. When IT is treated as an afterthought rather than a strategic asset, companies struggle to scale efficiently, and their technology becomes a roadblock rather than a tool for success.

At Open Approach, we take a forward-thinking approach to IT, helping businesses anticipate future needs before they become urgent problems. Through ongoing

assessments, strategic roadmaps, and proactive upgrades, we ensure your technology evolves with your business, not against it. Our team works closely with you to align IT investments with long-term goals, optimizing performance, enhancing security, and preventing costly disruptions. With Open Approach, you gain a trusted partner who prioritizes stability, innovation, and growth—so you're always prepared for what's next.

- **Do they provide an annual IT roadmap for upgrades and security planning?**

Many IT providers operate reactively, only addressing issues when something breaks. Without an annual IT roadmap, businesses often face unexpected downtime, security vulnerabilities, and outdated technology that hinders growth. This lack of planning leads to surprise costs, rushed decisions, and an overall misalignment between IT investments and business objectives. Without a clear strategy, companies risk falling behind competitors who leverage technology more effectively to improve efficiency and security.

At Open Approach, we take a proactive approach by providing a structured, annual IT roadmap that aligns with your business goals. Our roadmap outlines necessary upgrades, cybersecurity enhancements, and long-term IT strategies, helping you budget effectively and avoid last-minute crises. By anticipating needs before they become urgent problems, we help you stay ahead of evolving technology and security threats, ensuring your IT infrastructure supports—not hinders—your success.

### Depth of Talent (The IT Bench)

- **Do they have a deep bench of specialists or just a handful of generalists?**

Many IT providers rely on a small team of generalists who may know a little about everything but lack deep expertise in critical areas like cybersecurity, cloud infrastructure, or compliance. This can lead to slow issue resolution, misconfigured systems, and a reactive approach that leaves your business vulnerable. When IT staff lack specialized knowledge, problems take longer to diagnose, security risks go unnoticed, and businesses struggle to implement technology that truly supports

their growth. Without a team that covers a broad range of expertise, you're left with gaps in your IT strategy—gaps that can cost you in downtime, inefficiency, and security breaches.

At Open Approach, we've built a deep bench of specialists, ensuring that your IT needs are handled by experts in their respective fields. Whether it's cybersecurity, cloud management, compliance, or network optimization, our team has the right people with the right skills to provide proactive, tailored solutions. Instead of relying on one-size-fits-all fixes, we assign the right specialists to each issue, resolving problems efficiently and helping your business leverage technology for long-term success.

- **Do they provide real security management or just install antivirus software?**

Many IT providers claim to offer security management but only install basic antivirus software, leaving businesses vulnerable to modern cyber threats. Antivirus alone is not enough—it primarily detects known malware but does little to prevent sophisticated attacks like phishing, ransomware, and zero-day exploits. Without comprehensive security management, your business is at risk of data breaches, financial loss, compliance violations, and operational downtime. Cybercriminals continuously evolve their tactics, and a lack of proactive security measures can result in severe consequences, including reputational damage and legal liability.

At Open Approach, we go beyond simple antivirus installations to provide real security management that protects your business from evolving threats. Our approach includes 24/7 network monitoring, advanced threat detection, multi-layered security protocols, and ongoing employee cybersecurity training. We don't just react to threats—we prevent them with proactive strategies like intrusion detection, endpoint protection, and vulnerability assessments. With Open Approach, you gain a true security partner dedicated to keeping your systems, data, and employees safe from cyber threats.

- **Do they offer cybersecurity training for employees?**

Cybersecurity threats are constantly evolving, and human error is one of the biggest risks to any organization. Phishing attacks, weak passwords, and unintentional data leaks are among the most common ways cybercriminals gain access to sensitive information. Without proper training, employees may not recognize suspicious emails, fall victim to social engineering tactics, or unknowingly create vulnerabilities in your network. A single mistake can lead to costly data breaches, compliance violations, and reputational damage—proving that even the best security technology is ineffective if your team isn't equipped to use it properly.

At Open Approach, we take a proactive approach to cybersecurity by offering comprehensive employee training tailored to your business needs. Our training sessions educate your staff on identifying threats, following best practices for data protection, and responding to potential cyber incidents. We provide real-world scenarios, phishing simulations, and ongoing education to ensure your team remains vigilant. By empowering your employees with the knowledge to prevent attacks before they happen, we strengthen your first line of defense—helping you minimize risks, avoid downtime, and maintain compliance with industry regulations.

### Technical Expertise & Support

- **Is their help desk US-based or outsourced overseas?**

Many IT providers outsource their help desk overseas to cut costs, but this often leads to frustrating experiences for businesses. Offshore support teams may struggle with language barriers, cultural differences, and a lack of familiarity with your specific IT environment. Time zone differences can also result in delayed responses, making it harder to get critical issues resolved quickly. When communication is unclear or technicians follow rigid scripts instead of truly understanding your needs, your team's productivity suffers—and security concerns arise when sensitive company data is handled by an unknown third party.

At Open Approach, we believe IT support should be reliable, personal, and immediate. Our US-based help desk ensures you're speaking with knowledgeable, experienced professionals who understand your business and can resolve issues quickly. We don't outsource our support because we know how important clear, efficient communication is when technology problems arise. With Open Approach,

you'll get fast, professional service from a team that prioritizes your success—without the headaches of offshore call centers.

- **Do their technicians show up on time and act professionally?**

When IT technicians show up late or behave unprofessionally, it disrupts your business operations and creates unnecessary frustration. Delays can mean extended downtime, lost productivity, and an overall sense of uncertainty about whether your IT partner is reliable. Unprofessional behavior—whether it's poor communication, lack of preparedness, or dismissive attitudes—can make employees hesitant to seek IT support, ultimately leading to unresolved issues and inefficiencies in your workflow. A partner who doesn't respect your time or work environment can quickly become a liability rather than an asset.

At Open Approach, we take punctuality and professionalism seriously because we understand that IT support should be seamless, not a source of disruption. Our technicians show up on time, fully prepared to resolve issues efficiently and courteously. We prioritize clear communication, respect for your workspace, and a proactive approach to problem-solving. By ensuring a positive, reliable experience with every service call, we help your team stay focused and confident that their technology is in expert hands—without unnecessary delays or distractions.

- **Are they familiar with your industry-specific applications?**

Many IT providers take a one-size-fits-all approach, but if they're not familiar with your industry-specific applications, it can lead to costly delays, inefficiencies, and frustration. When IT support teams don't fully understand the software you rely on—whether it's specialized medical records systems, financial platforms, or manufacturing tools—they may struggle to diagnose issues, provide timely fixes, or integrate new technologies smoothly. This lack of expertise forces your team to act as the middleman between your IT provider and software vendors, wasting valuable time and potentially disrupting operations. Worse yet, misconfigurations or compatibility issues could lead to security vulnerabilities, compliance risks, or unexpected downtime.

At Open Approach, we make it a priority to understand the unique software, tools, and compliance requirements of your industry. Our team doesn't just troubleshoot generic IT problems—we actively learn how your core applications work and maintain direct relationships with key software vendors. This means faster issue

resolution, seamless updates, and proactive recommendations tailored to your needs. Instead of bouncing between IT support and software providers, you get a partner who takes full ownership of your technology.

- **Do they take ownership of IT issues, or do they shift blame?**

Some IT providers deflect responsibility when problems arise, blaming software vendors, hardware manufacturers, or even your own team instead of finding solutions. This lack of ownership creates delays, frustration, and unresolved issues that can disrupt your business operations. When IT providers fail to take full accountability, your team is left stuck in an endless loop of finger-pointing, wasting valuable time instead of focusing on what truly matters—running your business. Worse yet, critical problems can escalate when no one steps up to resolve them efficiently, leading to costly downtime and security vulnerabilities.

At Open Approach, we take full responsibility for managing your IT, ensuring that every issue is addressed quickly and effectively—without the blame game. Our team proactively troubleshoots problems, coordinates with third-party vendors on your behalf, and takes ownership of every challenge until it's fully resolved. This means faster resolutions, fewer headaches for your team, and a technology environment that runs smoothly.

### Network Maintenance

- **Do they proactively suggest ways to improve your network's performance?**

Many IT providers take a reactive approach, only addressing network issues after they've caused downtime or performance bottlenecks. Without proactive network optimization, businesses often experience slow connections, frequent disruptions, and vulnerabilities that leave them exposed to security threats. This not only frustrates employees but also reduces overall productivity and increases long-term IT costs. Without a strategy to improve network performance, your company may be operating with outdated technology, inefficiencies, and hidden risks that could have been prevented.

At Open Approach, we believe IT should work for you—not against you. Our team continuously monitors and evaluates your network, identifying opportunities to enhance speed, reliability, and security before problems arise. By implementing performance optimizations, upgrading critical infrastructure when needed, and ensuring your systems are aligned with industry best practices, we help businesses avoid costly downtime and inefficiencies.

- **Do they monitor your network 24/7 to prevent security risks and downtime?**

Many IT providers claim to offer security monitoring, but without true 24/7 network monitoring, your business is left vulnerable to cyber threats, downtime, and costly disruptions. Cyberattacks, hardware failures, and system errors don't happen on a set schedule—they can strike at any time, often outside of business hours when no one is watching. Without constant monitoring, critical issues can go undetected for hours or even days, leading to data breaches, prolonged outages, and lost revenue. A single undetected security breach could expose sensitive customer information, result in regulatory fines, and damage your company's reputation.

At Open Approach, we take a proactive approach to network security and reliability. Our 24/7 monitoring system continuously scans for threats, anomalies, and potential failures, allowing us to detect and resolve issues before they impact your business. Instead of waiting for something to break, we identify warning signs early, preventing downtime and safeguarding your critical data. Our expert team responds in real-time, ensuring your systems remain secure, operational, and optimized.

- **Do they provide written documentation of your network, software, and credentials?**

Many IT providers keep critical network details, software configurations, and login credentials undocumented or hidden, leaving businesses dependent on them for even the smallest updates or troubleshooting. This lack of transparency can create significant risks—if your IT provider suddenly becomes unresponsive, you could be locked out of essential systems, causing costly downtime and security vulnerabilities. Without proper documentation, onboarding new IT support becomes a time-consuming and frustrating process, leaving you exposed to potential operational disruptions.

At Open Approach, we believe you should always have full control over your IT environment. We provide comprehensive, up-to-date documentation of your

network, software, and access credentials, ensuring you're never left in the dark. This transparency not only empowers your internal team but also guarantees a seamless transition if you ever need to switch IT providers. By prioritizing clear, organized records, we reduce business risk, streamline troubleshooting, and give you confidence that your technology is fully under your control.

- **Do they provide an annual report on IT health, budgets, and upcoming projects?**

Without an annual IT report, businesses are left in the dark about the health of their technology, potential security risks, and upcoming expenses. This lack of visibility can lead to unexpected costs, outdated systems, and vulnerabilities that put operations at risk. Without a clear roadmap, companies often end up reacting to IT issues rather than proactively planning for growth and efficiency. This reactive approach not only leads to higher long-term costs but also creates unnecessary downtime and frustration for employees.

At Open Approach, we provide a comprehensive annual IT report that outlines system performance, security status, budgeting forecasts, and strategic recommendations. This ensures our clients stay ahead of potential issues, avoid surprise costs, and make informed technology investments. Our proactive approach helps businesses align IT with their goals, giving them the confidence to scale efficiently without worrying about hidden risks.

### Backups & Disaster Recovery

- **Do they regularly test backups to ensure they actually work?**

Many businesses assume their backups are working—until they need them and discover they're corrupted, incomplete, or outdated. Without regular testing, there's no way to guarantee that your data can be fully restored in the event of a cyberattack, hardware failure, or accidental deletion. A failed backup can lead to costly downtime, lost productivity, and even compliance violations, putting your entire business at risk. Unfortunately, many IT providers set up backups but never verify their integrity, leaving companies with a false sense of security.



At Open Approach, we take a proactive approach to backup management. We don't just set up backups—we test them regularly to ensure they work when you need them most. Our process includes scheduled recovery drills, integrity checks, and performance evaluations to confirm that data can be restored quickly and completely.

- **Do they back up your systems before making any major changes?**

Many IT providers take a “fix first, think later” approach, making changes to systems without properly backing up data. This can lead to disastrous consequences if an update goes wrong, a configuration issue arises, or critical files are lost. Without a reliable backup in place, businesses risk costly downtime, data corruption, and even permanent loss of important information—leaving them scrambling to recover while operations come to a halt.

At Open Approach, we prioritize data integrity by ensuring system backups before making any major changes. Our proactive approach means that if anything goes wrong, we can quickly restore your systems to a stable state, minimizing downtime and preventing data loss. This gives you peace of mind knowing that updates, upgrades, or troubleshooting won't jeopardize your business operations. With Open Approach, IT changes aren't a gamble—they're a carefully managed process designed to keep your business running smoothly.

- **Do they have a documented recovery plan in case of a major disaster?**

Many businesses assume their IT provider has a recovery plan in place—until disaster strikes, and they realize there's no clear roadmap to get back online. Without a documented disaster recovery plan, even a minor outage can turn into a costly crisis, causing extended downtime, data loss, and lost revenue. The longer it takes to recover, the greater the impact on customer trust, productivity, and business operations. Without predefined steps for restoring critical systems, businesses often scramble to piece things together, leading to confusion, delays, and irreversible damage.

At Open Approach, we take disaster recovery seriously. Our documented recovery plans outline clear, step-by-step procedures for restoring systems, ensuring minimal disruption and a swift return to normal operations. We conduct regular testing to confirm that backups work as intended and that your data is protected against cyber threats, hardware failures, and natural disasters. By proactively preparing for worst-case scenarios, we give businesses confidence that their IT infrastructure is resilient, secure, and ready for anything.

### Contracts & Exit Terms

- **Does their contract lock you into long-term commitments with harsh penalties?**

Many IT providers lock businesses into long-term contracts with strict exit penalties, making it difficult to leave even if the service isn't meeting expectations. These contracts often favor the provider rather than the client, forcing businesses to continue paying for subpar support or face hefty fees to switch providers. This can lead to frustration, limited flexibility, and an IT partnership that no longer aligns with your business needs. When you're stuck in a rigid agreement, it becomes harder to adapt to changing technology requirements, leaving your company vulnerable to outdated systems, security risks, and inefficiencies.

At Open Approach, we believe trust should be earned—not enforced through restrictive contracts. That's why we offer flexible agreements designed to keep us accountable and ensure you always receive top-tier service. Our clients stay with us because they value our expertise, responsiveness, and proactive approach, not because they're forced to. With a partnership built on transparency and performance, you have the freedom to make IT decisions that truly benefit your business without the fear of hidden penalties or long-term commitments that don't serve your best interests.

## CONCLUSION: CHOOSING A PARTNER YOU CAN TRUST

IT should support your business, not slow it down. At Open Approach, we believe in earning trust through transparency, reliability, and exceptional service.

Let's Talk. We're offering a free, no-obligation consultation to discuss your IT needs and explore how Open Approach can help.

I look forward to hearing from you!



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