Infrastructure
Checklist

LYON

We are Lyon Managed Services, a technology services company dedicated to addressing the intricate security and technological needs of creative enterprises based in London.

Infrastructure Checklist

Top 12 Recommendations

Availability

1. Choose a provider where 24x7 support is provided within the mainland UK and not internationally. Due to data protection reasons, it'd be more secure to ensure your support is unequivocally carried out in the UK.

2. What percentage of the workforce is build-up of engineers that carry out technical work delivering day to day support services to the customers? The higher the percentage the more favourable the business.

Services and Support

3. Does the IT provider offer remote and onsite IT Support service for a fixed fee throughout the month or do their fees fluctuate from month to month?

4. Is there a clear escalation path with multiple dedicated engineers allocated to your account where you can escalate your incidents and tickets accordingly through to resolution?

5. Do they carry out proactive monitoring, maintenance and patching in the background across the wider IT infrastructure without sacrificing workforce downtime?

6. Are their engineers familiar with the software, applications and hardware that your business and industry work with?

Security

7. Do they help provide the necessary professional services to develop and document disaster recovery procedures, business continuity processes and information security policies for the business?

8. Have they previously helped any other business to achieve security certifications such as Cyber Essentials Plus?

9. Do they offer security awareness training to your employees to help protect the business against social engineering cyber threats?

Certification

10. Do the engineers carry the necessary certification and expertise to carry out the relevant deployment, management and maintenance of your IT systems?

11. Does the business carry the relevant certifications ranging from the various ISO standards, manufacturer partnerships, software platform, cloud infrastructure and Cyber Security certifications such as Cyber Essentials Plus? Are their data handling procedures in line with GDPR?

Feedback

12. What do their other clients say in the industry? Are they willing to provide a list of 10 clients where you can pick and choose who you receive feedback from? How long have their clients been with the business?