

<http://www.channelweb.co.uk/crn/news/2248415/firms-play-fire-service>

CRN www.ChannelWeb.co.uk **JOIN THE 2009 CRN CHANNEL DEBATE**

About/Contacts Subscribe Issues Sitemap

Search ChannelWeb.co.uk

Home News In-depth CRN TV Events Training Supplements Blogs



CRN > News > IT Services & Outsourcing

Firms play with fire in service provider choice

Survey from Networks First finds many UK companies fail to adequately look into service providers' credentials

Written by **Sam Trendall**
CRN, 25 Aug 2009



Game of chance: 13 per cent of firms do not check the financial stability of prospective maintenance service providers

most read | most commented | popular topics

- » Fowle set to leave Fujitsu - UPDATED
- » Cisco lauds benefits of geographical model
- » Signify appoints Gerard Kerrigan to boost SaaS channel
- » Monitise takes full control of Monilink
- » VADition first Euro CSC

More »

advertisement

Many UK firms are playing Russian roulette with their choice of maintenance service provider, with two in five placing no import on technical accreditations.

Support services specialist **Networks First** surveyed senior management figures at 100 companies with upwards of 1,000 employees. Of the respondents, 13 revealed they are not focused on ascertaining the financial stability of prospective maintenance service providers.

Peter Titmus, managing director of Networks First, claimed assessing the solvency of service providers should be paramount for all firms.

"If your service provider goes out of business, it will make no difference if you have already paid for two years' support, you could suddenly find yourself with none at all," he added.

Industry accreditations, for both individual engineers and the company as a whole, were rated as important or very important by 61 per cent of respondents. This means 39 per cent are unconcerned by such accreditations, with a further 45 per cent not interested in security standards, such as ISO 27001 and 9001.

Customer references were of little significance to 38 per cent of firms while 62 per cent did not consider whether potential service providers had access to technical assistance from manufacturers.

"Without manufacturer-backed technical assistance support, you cannot be sure your equipment is fully registered and therefore meeting legal requirements," said Titmus. "It also puts you at risk of not getting the appropriate technical updates as they become available or having the necessary support when required.

"UK businesses really need to be thinking about how critical they consider their IT networks and putting far more emphasis on due diligence in this area. Too many companies rely on contracts to protect them when in fact the actual protection is minimal."

Titmus added: "The penalties in contracts fade into insignificance if the service actually provided is well below the expected standard because the real cost of downtime is huge compared to the penalties paid for poor performance."

poll

EC PC?





Will the EC/Microsoft agreement over IE make it easier to sell Windows 7?

- Yes
- No
- It won't make any difference

[View poll results](#)

advertisement

<http://www.channelweb.co.uk/crn/news/2248415/firms-play-fire-service>

Have your say  Send to a friend  Share  Print 

[< previous](#)

See also: [Maintenance](#) [Networks](#) [Iso](#) [Accreditation](#) [Engineer](#) [Services](#)

reader comments

Add your comment

related articles



Partnerships

Cisco cleans up support deals

Networking giant teams up with support services firm Networks First to help "re-establish a level playing field" 29 May 2009

Partnerships

» Networks First and Amillan join forces

Support services firm and Birmingham-based VAR join up to offer managed network services 04 Aug 2009

Management

» Networks First creates vendor manager position

Channel services firm says new role will cement ties with its 15 manufacturer partners 06 May 2009

Services

» Intact split dispels reseller concerns

Channel services firm says separation from Logicalis "eradicates" perceived conflict with reseller customers 09 Mar 2009

Voice and Data

» Cisco hints at channel services strategy rejig

Vendor reviews its relationships with third party support and maintenance firms 23 Feb 2009

Voice and Data

» Networks First talks up Mitel team

Firm claims it has more Mitel 3300 accredited engineers than any other channel only support outfit 19 Nov 2008

Strategy

» Cisco VARs applaud services accreditation

Vendor announces plans to introduce its third Master accreditation at annual partner conference 08 Jun 2009

Strategy

» Optimism slowly creeping into UK plc

KPMG National Business Confidence Survey reveals that more business leaders are feeling confident about the future, but the jury is out on recovery 23 Jun 2009

Services

» SMEs burnt by poor MSPs

Survey from The Internet Group finds over 90 per cent of small firms are endangered by lax management from IT specialists 02 Apr 2009

Management

» UK recruitment freeze shows no sign of thaw

KPMG research reveals the UK employment market will continue to get tougher 18 Mar 2009

latest news

» O2 ramps up Accelerator recruitment

Three application developers join mobile operator's ISV partner scheme 25 Aug 2009

» Dignitaries drop into Detica for demo

VAR is visited by South Australia premier Mike Rann for an update on the latest cyber security threats 25 Aug 2009

» Azzurri bags top HP certifications



High performance servers shouldn't waste energy.

CRN TV



In The Studio with CRN: Piracy and the Channel

CRN's Kayleigh Bateman discusses the perils of piracy with John Lovelock and Chris Hibbert



CRN Web Seminar: The managed IT Services lifeline

What are managed services? How do you incorporate these services into your business model? What will it cost you? What will you get out of it? These questions and more are answered in this web seminar, commissioned by Kaseya

[More CRN TV >>](#)

events



CRN Golf Challenge 2009

Join us for the premier golf event in the channel calendar



CRN Channel Conference 2009

A one-day conference dedicated to the needs of businesses in the UK technology channel

[More Events >>](#)

[newsletter signups](#)

[existing users](#)

Sign up for our range of FREE newsletters:

CRN System Builder Weekly

CRN News Flash

CRN Channel Newsletter

<http://www.channelweb.co.uk/crn/news/2248415/firms-play-fire-service>

VAR predicts a five-fold increase in revenue as a result of partnership 25 Aug 2009

[More news »](#)

advertisement



White papers

Search white papers

Search

Top categories

VPN, Extranet and Intranet Solutions
WAN/ LAN Solutions
Network Security
Interoperability-Connectivity
Grid/ Utility Computing
Network Modeling and Analysis
Availability, Performance and Problem Management
Enterprise Systems Management
Data Center Management
Remote Access Technologies
Wireless Technologies and Mobile Computing

[Home](#) | [News](#) | [In-depth](#) | [CRN TV](#) | [Events](#) | [Training](#) | [Supplements](#) | [Blogs](#) |



© Incisive Media Ltd. 2009 Incisive Media Limited, Haymarket House, 28-29 Haymarket, London SW1Y 4RX, is a company registered in England and Wales with company registration number 04038503

Search ChannelWeb.co.uk

Go

Site credentials: [About CRN / Contacts](#) | [About Incisive Media](#) | [Privacy policy](#) | [Terms and conditions](#) | [Accessibility](#) | [Sitemap](#)

Incisive Media web sites: [IT management best practice](#) | [IT analysis and reviews](#) | [Technology news and downloads](#) | [Hardware news](#)

Jobs: [Computing Careers](#) | [IT jobs](#) | [Programmer jobs](#) | [Developer jobs](#) | [IT manager jobs](#) | [Project manager jobs](#) | [SAP jobs](#) | [Oracle Jobs](#) | [Java Jobs](#) | [IT recruitment agency directory](#) | [Inquirer Jobs](#) | [Software engineer jobs](#) | [Firmware developer jobs](#) | [Electronics engineer jobs](#)

Article types: [News](#) | [Analysis](#) | [Comment](#) | [Features](#) | [Events](#) | [Video](#)

Topic categories: [Accreditation](#) | [A-List](#) | [Audio/visual](#) | [Components](#) | [Distribution](#) | [Enterprise](#) | [Europe](#) | [Finance](#) | [Games](#) | [Green](#) | [Guidance](#) | [Hardware](#) | [Integrator](#) | [Legal](#) | [Management](#) | [Partnerships](#) | [Public sector](#) | [SME](#) | [Security](#) | [Services](#) | [Software](#) | [Storage](#) | [Strategy](#) | [Value add](#) | [Voice & data](#) | [Web](#)

Technology categories: [Appliances](#) | [Applications](#) | [Bugs & fixes](#) | [Chips & components](#) | [Client](#) | [Communications](#) | [Developer](#) | [Ecommerce](#) | [Employment & skills](#) | [Enterprise security technology](#) | [Finance & Reporting](#) | [Hacking](#) | [IT Management](#) | [IT Services & Outsourcing](#) | [Licensing & piracy](#) | [Mobile](#) | [Network infrastructure](#) | [Open source](#) | [Operating systems](#) | [Peripherals](#) | [Portable](#) | [Privacy & data](#) | [Public sector](#) | [Security](#) | [Server](#) | [Services & outsourcing](#) | [Storage](#) | [Telecoms](#) | [Voice & Data](#) | [Wireless networking](#)