



## **Don't be suckered by deals too good to be true**

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Recently (*MicroScope*, 25-31 August) you analysed the state of the IT market and concluded that the industry is escaping the worst effects of the global downturn.

This is particularly true in IT services, which continues to experience steady growth. Because of the credit crunch, customers do not have the resources to hire internally. Network services providers provide them with the flexible workforce and expertise they require during tough times.

But customers must be wary of deals and discounts that are too good to be true. Some operators offer cheap maintenance deals in the hope that no problems will ever arise; when a system failure does occur, the operator lacks the resources available to meet the SLA or contractual terms.

If customers pay due diligence to the quality of service on offer by checking references, asking questions and scrutinising the services promised, they can weed out those providers that cannot deliver on the promises they make in an economic climate where everyone is keen to make savings. ●