



KAMCREST

IT Questionnaire

Please answer the following questions to the best of your ability. Feel free to elaborate and/or add notes where applicable, as this will enable us to understand your current IT landscape and enables us to propose a solution that meets your needs. **Please return this document to info@kamcrest.com.**

1. How many users are at your company?
 - 1-10
 - 11-49
 - 50+

2. What devices do you use in the office (Please check all that apply):
 - PCs (Windows and/or Macintosh)
 - Mobile Devices (iPad, Smartphones, etc)
 - Printers/Scanners
 - Fax
 - Other (Please explain):

3. What is the primary purpose of the computers in your office?
 - E-Mail access
 - Internet access
 - Service access
 - Financial software
 - Specialty software

4. What do you use for e-mail service?
 - We host our own servers
 - We use our ISP service
 - i. Who is your ISP?
 - We use a hosted service (Gmail, Office365, other)



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5. Please check all services you are looking to implement or need support with:

- | | |
|---|---|
| <input type="checkbox"/> E-Mail | <input type="checkbox"/> Company Website |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Networking |
| <input type="checkbox"/> File Sharing | <input type="checkbox"/> IM Communications |
| <input type="checkbox"/> VoIP | <input type="checkbox"/> Office telephony |
| <input type="checkbox"/> Hardware | <input type="checkbox"/> Software |
| <input type="checkbox"/> IT Support | <input type="checkbox"/> Development |
| <input type="checkbox"/> Data Recovery Plan | <input type="checkbox"/> Firewall/Access Restrictions |
| <input type="checkbox"/> IT Landscaping | <input type="checkbox"/> Servers |
| <input type="checkbox"/> Management Systems | <input type="checkbox"/> Remote Services |
| <input type="checkbox"/> Other: | |

6. What do you use for telephone service?

- Landline service (Verizon/AT&T)
- VoIP provider (Vonage, T-Mobile, others)

7. Do you currently use intra-office capable phones?

- Yes
- No

8. Do you prefer in-house solutions, or applying with a provider for your IT needs?

- In-House (hosting on-premises)
- IT Provider/Vendor (Cloud services, hosted off-premises)

9. Are you experiencing IT downtime with certain systems? If so, please identify the system and tell us what you are experiencing: