



10 Signs Your IT Support is Heading for Trouble



Spot the red flags before they become full-blown problems.

Not all IT support is created equal. From the outside, things might seem fine, your emails work, your files are there, and the internet's on. But under the surface, cracks can form. And if you're not careful, those cracks can become costly disasters.

Here are 10 warning signs that your current IT provider might be doing more harm than good

1. You Only Hear From Them When Something Breaks

If your IT support is purely reactive, it's time to ask why. Good support isn't just about fixing problems, it's about preventing them.

If there's no ongoing maintenance, regular check-ins, or strategic input, you're stuck in firefighting mode.

Better support means:

- ✓ Proactive monitoring
- ✓ Regular maintenance
- ✓ Strategic planning

Nearly 1 in 3 SMEs say their current IT provider is "only reactive" and not helping them plan for the future.

Source: CompTIA / SMB Tech Trends Report

2. You're Chasing Them, Not the Other Way Around

Waiting hours (or days) for a response? That's not good enough. You shouldn't have to chase updates or wonder if your ticket is even being looked at.

Support should be:

- ✓ Easy to reach
- ✓ Clear on response times
- ✓ Consistent in communication

3. Recurring Issues Keep Coming Back

If the same problems keep reappearing, your provider isn't solving them, just patching them up. It's like putting a plaster on a leaking pipe.

A great IT provider:

- ✓ Gets to the root of problems
- ✓ Offers permanent fixes
- ✓ Learns from issues to prevent repeat cases

4. Invoices That Don't Add Up

Surprise charges? Confusing fees? Invoices that don't reflect your actual setup? These are signs of poor management, or worse, poor ethics.

You should expect:

- ✓ Transparent pricing
- ✓ Accurate device counts
- ✓ No mystery charges

5. No Backup or Recovery Plan You've Seen

If you've never been shown your backup process, or worse, it's never been tested, you're playing with fire. Accidents, breaches, and data loss happen. You need a plan that works when it matters most.

A solid IT partner:

- ✓ Automates regular backups
- ✓ Tests recovery regularly
- ✓ Can restore you quickly in a crisis

6. You're Not Confident About Security

If you're unsure what cybersecurity tools you have, or if they're even working, then you're not protected. And if your provider can't explain it clearly, that's a problem in itself.

Minimum standards should include:

- ✓ Antivirus & endpoint protection
- ✓ Firewall management
- ✓ Patch & vulnerability management
- ✓ Email security & awareness training

7. You're Unsure About Compliance

If you're in a regulated sector, compliance isn't optional. But even unregulated businesses need to meet basic data protection laws (hello, GDPR).

If your provider isn't helping you stay compliant, they're putting your business at risk.

Ask them about:

- ✓ GDPR
- ✓ Cyber Essentials
- ✓ FCA standards
- ✓ ISO 27001 readiness

8. There's No Strategic Input

IT isn't just support, it's strategy. If your provider isn't helping you plan for growth, budget ahead, or align IT with your business goals, you're missing out.

You should be getting:

- ✓ Regular review meetings
- ✓ IT budgeting support
- ✓ Guidance on upgrades and scalability

**88% of UK SMEs have no
cyber incident response
plan in place.**

Source: Insurance Times / CyberSmart, 2023

9. Staff Are Frustrated With IT

If your team complains about systems being slow, unreliable, or “just annoying,” it’s more than a tech issue, it’s a people issue.

IT should empower your team, not hold them back.

Warning signs include:

- ✓ Frequent complaints
- ✓ DIY fixes or workarounds
- ✓ Low morale due to tech frustration

10. You're Not Sure What You're Actually Paying For

You should have a clear understanding of what’s included in your IT contract and whether it’s fit for purpose. If you feel like you’re paying a lot and getting very little, trust your instincts.

A strong IT partner provides:

- ✓ Clear documentation
- ✓ Service level agreements (SLAs)
- ✓ Full visibility into support activity

How Many of These Sound Familiar?

If you’re ticking off more than a couple, it’s probably time to review your IT setup. The good news? You don’t have to figure it out alone.

At Somerbys IT, we help businesses spot these risks early and move from “just okay” to reliable, proactive support that genuinely adds value.

The average UK SME experiences 45 minutes of unplanned IT downtime per week, equating to over 35 hours per employee per year in lost productivity.

Source: Datto / TechRadar Pro

Ready to find out if your IT Support is holding you back?

Get in touch with the experts at Somerbys IT, we'll give you honest, no-jargon advice.

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