The Tech Health Checklist Every Business Needs

10+ Quick Questions to Reveal Hidden Tech Risks (and Opportunities)

INFRASTRUCTURE HEALTH & MAINTENANCE

Is your network equipment (like routers, switches, modems, and computers) clearly labeled, documented, and on a replacement schedule?

- Unlabeled tech makes troubleshooting take longer and leads to more downtime. Aging hardware can slow down your team and leave security gaps. A regular replacement cycle, such as updating a couple of computers each month, helps keep everything current and avoids costly surprises.

When was the last time you verified that your hardware is being backed up properly, and do you know how you would recover your data if something failed?

- You might be backing things up, but can you actually restore them? Many businesses only find gaps in their backup plan when it's too late. Knowing your recovery options ahead of time is essential.

COMMUNICATION SYSTEMS

Does your phone system have built-in redundancy or failover in case of outage?

- No backups = no calls = no business.

Do you know who manages and supports your phone system, and is it being kept up to date with the right names, features, and settings as your team changes?

- Knowing who handles your phones matters, but so does keeping everything current. Updated names and features make it easier for employees and help avoid confusion down the line.

Are you familiar with the different technologies available for phone systems?

- Your phone system is generally the first experience a potential customer gets with your business. It's also the main line of communication between your business and your existing customers. Relying on an outdated and under-serviced phone system could expose your business to communication breakdown and poor customer experiences.

SECURITY

Is your security camera system regularly maintained, accessible, and aligned with your current business needs?

- Common issues include forgotten passwords, outdated or neglected hardware, unclear vendor support, and cameras that are dirty or poorly positioned. If your business doesn't have a reliable vendor to service and maintain your camera system, you are risking losing valuable camera footage when you need it the most.

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ACCESS CONTROL

☐ **Do you know who manages your access control systems? Are they the ones updating holiday hours, permissions, and schedules, or have they trained you to handle it? Are you happy with this company?**

- Many vendors install access control but don't teach you how to keep it current. Knowing who does what ensures your system stays secure and works the way you need.

☐ **Do you have up-to-date access control on all entry points – digital and physical?**

- Security comes in layers, and access control systems are one of those layers. Outdated or disconnected systems could leave your business vulnerable.

VENDOR + COST MANAGEMENT

☐ **How many different tech providers do you rely on right now? And could you name them?**

- More vendors = more friction. Who do you call when
- something breaks?

☐ **When's the last time someone reviewed your phone or internet bills for overcharges or outdated services?**

- It's common to be overpaying and underutilizing – and not
- even know it

RESPONSE & CONTINUITY

☐ **If a technology related issue shut your business down today, who would respond – and how fast?**

- If your answer isn't clear, you're just reacting to a bad situation. Be proactive with your technology and your business.

Questions about how your tech health can improve?

Contact Us Today!