

Changing Provider Checklist



Price is an obvious factor when you're choosing your ISP, but here are some other important factors to look at...

What you should consider when choosing a new provider

Selecting the right provider is about more than just price.

Service & Reliability

- ☐ Are they an education focussed provider?
- ☐ What uptime guarantees are provided?
- ☐ Is the service fully managed or self-managed?
- ☐ How is performance monitored and maintained?
- ☐ Do they provide DDoS protection?
- ☐ Do they work with multiple suppliers (e.g. infrastructure)?

- ✓ Exa provides over 7k services to schools across the UK
- ✓ We ensure a 99.9% uptime guarantee
- ✓ All of our services can be fully managed
- ✓ We upgrade our capacity when peak utilisation hits 70%
- ✓ Exa implements DDoS protection across all connections
- ✓ Exa uses many suppliers to provide the best services available to you

Support & Accountability

- ☐ What are their support hours?
- ☐ What are their average response times?
- ☐ Where is their support team based?
- ☐ What do other schools say (reviews/testimonials)?
- ☐ Do they support all services under the same roof?

- ✓ 8-6 Mon-Fri, 10-4 Sat-Sun
- ✓ Average call wait time: 15s Email: 30m
- ✓ At our HQ in Bradford West Yorkshire
- ✓ Average technician survey score 9.9/10
- ✓ We support all the products we sell in house

Accreditations & Compliance

- ☐ Are the services DfE compliant?
- ☐ Is the provider ISO accredited?

- ✓ All of our services are DfE compliant
- ✓ Exa are ISO 9001 & 27001 accredited