



Technical Support Questionnaire

About the Caller	
Company Name	
Location	
Contact Person	
Address	
Phone Number	
Email	
Company Website	
What are your needs?	

About the Company	
1. How many employees do you have?	
2. How many locations does the company have?	
3. Do employees have remote access?	
4. How many workstations? a. What Operating System is on the workstations?	
5. How many servers? a. What Operating System is on the servers?	
6. Do you have a website? a. Who hosts the site?	
7. What type of mail server do you have?	
8. What databases are you using?	
9. What type of internet connection do you have?	
10. What type of firewall do you use?	

About the Company	
11. Do you back up your critical data? a. Is it backed up off site?	
12. What business software applications do you use?	
13. What anti-virus software do you use?	
14. What anti-spyware product do you use?	

Interviewed By: _____ Date: _____ / _____ / _____

Forwarded To: _____ Date: _____ / _____ / _____

For additional information contact:

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