

# IT Consultant Interview

Date: _____	Consultant Arrived on Time? <input type="checkbox"/> Yes <input type="checkbox"/> No
Consultant: _____	
Interviewer: _____	
Others Present: _____ _____	
General Comments: _____ _____ _____	
Overall Consultant Rating: _____	

<b>Questions</b>	<b>The MacXperts</b>	<b>This Consultant</b>
<b>Qualifications</b>		
Are you a current member of the Apple Consultants Network?	Yes. We have been members since 2002. Prior to that, we were Certified Apple Developers.	
What certification do you hold?	Mac OS X 10.1-10.4 ACHDS, ACTC  Mac OS X 10.5-10.6 ACSP, ACTC	
How long have you been in business?	Serving New Mexico for over 20 years.	
Can you provide references?	Our web site lists dozens of references, many with links back to our very satisfied clients. Key contact information for any of our clients will be provided upon request.	

<b>Skills and Specialties</b>		
What type of services do you provide?	<p>Comprehensive consulting and support from needs assessment to hardware, software, server, and network installation, then ongoing support.</p> <p>We do not sell products. We do not accept commission from manufacturers in exchange for recommending their products.</p>	
What is your specialty?	Providing unparalleled IT consulting with exceptional customer service, at a competitive rate.	
Do you offer remote and/or on-location service?	We offer on-site, remote access, and telephone support. In addition, we can be reached 24/7/365 via phone, IM, and Skype.	
Do you offer training or ongoing services?	The MacXperts has been rated one of the nation's finest trainers for both end-user and IT staff. We can also provide 24/7/365 real-time monitoring of your systems to ensure the highest level of uptime.	
How do you remain up to date with current technologies?	We typically spend 80-160 hours each year in continuing education. We continue to invest in our training to maintain a higher level of certification than any other IT consultant in New Mexico.	

<b>Business Practices</b>		
Will you provide a written or verbal contract that outlines your services, terms, and timeframes?	We always provide a “Technical Consultant Services Agreement” detailing all aspects of our work prior to providing services.	
Will you provide a complete plan that identifies specific goals and milestones for the project?	For large projects we provide a detailed plan for all steps, timeframes, milestones, and parts and labor costs. For service and support, we provide estimates prior to the start of any work.	
How do you charge for your services: Hourly or by project?	For large projects, we charge by the project. For consulting and support, we charge by the hour. For training, we charge by the hour for unstructured small groups, and charge by the training for structured large groups.	
What are your rates? Do those rates differ depending on the type of project or service?	<p>\$125/hr for on-site and remote support.</p> <p>\$150/hr for server, database, and consulting.</p> <p>Significant discounts are provided for purchases of time blocks.</p> <p>Though our hourly rates are slightly higher than the state average, project total costs are less than average due to our extensive skill set and experience allowing us to complete the work at a higher quality in shorter time frame.</p>	
What are your billing practices?	<p>All payments are due at the time of service. Large projects are billed 1/3 at start of work, 1/3 at mid-point milestone, and 1/3 at completion.</p> <p>We accept personal and business checks, all major credit cards, and PayPal.</p>	

<p>What products do you sell?</p>	<p>We are a true consultancy. Our mission is to create or recommend the finest solution to your needs. We do not sell products as this creates a conflict of interest. We also do not accept commissions from any of the manufacturers, developers, or vendors we recommend.</p>	
<p>Can we get regular status updates so I can keep track of the project progress?</p>	<p>Though this question does not apply to standard support work, we do provide daily updates on large projects.</p>	
<p>How do your rates compare with competitors?</p>	<p>Rates for Apple Certified Consultants range nationally from \$75 to \$275 per hour. In New Mexico the range is \$75 to \$175 per hour. Our hourly rate is slightly higher than the NM average. Your actual costs will typically be less than the NM average due to our ability to consistently complete work in a shorter time frame, remote support that eliminates waiting for an on-site visit, and preventive maintenance to reduce downtime.</p>	
<p>Other questions:</p>		
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