



The NETIT Pain Index

Ten areas of your technology estate, scored one to ten. Twenty minutes, and you keep the result whether or not you ever speak to us again.

- Fill in only the areas that apply. A blank section is an answer too - it usually means nobody owns it.
- The score is not a sales device. It is a triage order. The highest number is where we start, and if the highest number is something we do not sell, we will tell you that.
- Nothing here obligates you to anything. There is no cost to your business at any point, because we are paid by the providers when you choose one - and we will show you exactly how much and by whom before you decide.

Two ways to use this

Fill it in on screen - every box below is a live form field in your browser or in Acrobat, then save and email it back.
Or print it and write on it. Either way, the blue button at the bottom of every page books the review when you are ready.

1 Who you are

COMPANY

YOUR NAME

EMAIL

PHONE

YOUR ROLE

LOCATIONS

COMPUTER USERS

2 If you could fix one thing tomorrow

Say it however you would say it out loud. This is the most useful box on the page - it is usually the thing the rest of the form is quietly circling.

IN YOUR OWN WORDS

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3 Business Phone Systems & UCaaS

Why we ask: Phone contracts auto-renew more quietly than anything else on your bill, and the advertised seat price is rarely the invoiced one.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

4 Internet & Connectivity

Why we ask: One cut line should not be able to close a location for a day. Failover is cheap next to lost hours.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

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WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

5 Networking & Wi-Fi

Why we ask: Most "the internet is slow" complaints are actually inside the building, not outside it.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

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6

Cybersecurity

Why we ask: Overlapping tools and gaps tend to live side by side. Both cost money.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

7

Microsoft 365 & Collaboration

Why we ask: Licence tiers rarely match how people actually work, in both directions.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

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WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical
1 2 3 4 5 6 7 8 9 10

8 Cloud Infrastructure / VMware

Why we ask: Licensing changed under everyone's feet. Renewal is the one moment you can right-size without penalty.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical
1 2 3 4 5 6 7 8 9 10

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9 Backup & Disaster Recovery

Why we ask: An unverified backup is a hope. The day you find out is the worst possible day to find out.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

10 Business Applications (ERP / CRM / POS)

Why we ask: The application usually dictates the network, the bandwidth and the support model - not the other way round.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

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WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical
1 2 3 4 5 6 7 8 9 10

11 AI & Business Automation

Why we ask: Most companies are either paying for AI nobody uses, or doing by hand what could run itself.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical
1 2 3 4 5 6 7 8 9 10

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12 Technology Vendors & Support

Why we ask: When something breaks, the question is not what broke - it is who is answerable.

CURRENT PROVIDER / SOLUTION

WHAT DO YOU LIKE ABOUT IT?

WHAT DO YOU DISLIKE ABOUT IT?

DESIRED IMPROVEMENTS - optional

PAIN SCORE - HOW MUCH DOES THIS HURT TODAY?

No pain ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Critical

1 2 3 4 5 6 7 8 9 10

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Add up your score

Write each section's pain score in the box beside it, then total them at the bottom. The total is not a grade. It is a running order - the highest number is where we start, and if the highest number turns out to be something we do not sell, we will tell you that instead of selling you something else.

01	Business Phone Systems & UCaaS	
02	Internet & Connectivity	
03	Networking & Wi-Fi	
04	Cybersecurity	
05	Microsoft 365 & Collaboration	
06	Cloud Infrastructure / VMware	
07	Backup & Disaster Recovery	
08	Business Applications (ERP / CRM / POS)	
09	AI & Business Automation	
10	Technology Vendors & Support	

YOUR TOTAL PAIN INDEX

out of 100 possible

Where the total lands

Healthy 0 - 24	Chronic 25 - 49	Acute 50 - 74	Critical 75 - 100
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What happens when you send this back

- **We read it before we call you**

Nobody is going to ring you up and ask questions you have already answered here. We come to the call with the market pricing for a business your size already pulled.

- **Thirty minutes, no pitch**

We go through what you have, what it costs and where the opportunities are. You get a straight read even when the answer is to change nothing.

- **You keep the work**

Whatever we produce is yours, whether or not you ever engage us. There is no cost, nothing to sign, and no obligation attached to any part of it.

- **How we get paid, plainly**

The providers pay us when you choose one. The rate does not change based on which one you pick, which is the only reason a recommendation from us is worth anything. We will show you the number before you decide.

Ready when you are.

Email this back to consulting@netit.net, or use the button to put a time on the calendar.

Houston based. American owned and operated. No cost to your business, ever.

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