



Servant Technology Questionnaire

A strategic discovery framework to identify cost savings, reduce risk, and optimize technology, operations, and energy.

COMMUNICATIONS SOLUTIONS

Connectivity, mobility, and collaboration tools that keep teams productive, secure, and connected across offices, job sites, and remote environments.

- How seamless and secure is your current network in supporting remote and mobile workforces?
- What steps are you taking to manage wireless costs and secure mobile devices?
- How are you using IoT data to influence business decisions?
- What tools do you use to track, monitor, and secure wireless data from theft, loss, or breaches?
- What challenges limit a consistent, personalized customer experience across multiple channels?
- How much time is spent managing communication vendors, and where could consolidation help?

SECURITY

Cybersecurity and risk management solutions designed to protect users, data, and infrastructure while supporting compliance and business continuity.

- How do you feel about your current security posture?
- What were the results of your last cybersecurity assessment?
- What specific gaps or challenges exist in your security measures today?
- What compliance or regulatory requirements impact your business?
- What cybersecurity strategies are in place to protect customer and company data?

SOFTWARE AS A SERVICE (SAAS)

Subscription-based applications and productivity tools, with governance around licensing, renewals, access, and backups.

- How do you currently procure and manage software licenses?
- What challenges exist with user access, permissions, or unused licenses?
- How are Microsoft 365 or Google Workspace emails and data backed up today?

- What SaaS applications are most critical to daily operations?

HARDWARE & LOGISTICS

Procurement, deployment, lifecycle management, and logistics support for devices and equipment.

- How effective is your current hardware procurement and inventory process?
- What challenges have you experienced with device deployment or refresh cycles?
- How important is flexibility and speed in your logistics operations?
- Which areas of hardware management need the most improvement?

ARTIFICIAL INTELLIGENCE

AI and automation capabilities that enhance decision-making, speed, efficiency, and customer experience.

- How is AI currently being used within your organization?
- What business areas could benefit most from automation or AI insights?
- How prepared is your infrastructure for broader AI adoption?
- What obstacles have slowed AI adoption so far?
- What outcomes would define success from AI initiatives?

MANAGED SERVICES

Ongoing operational support that extends internal teams through IT, monitoring, vendor management, and help desk services.

- How does your team currently support end users and customers?
- Where do internal resources feel stretched or limited?
- How could external expertise enhance service levels or response times?

INFRASTRUCTURE

Cloud, networking, storage, and compute systems that support scalability, uptime, performance, and security.

- What is your overall cloud or infrastructure strategy?
- What challenges exist with data storage, migration, or scalability?
- How do you plan to secure and scale mission-critical systems?

ENERGY

Energy procurement and advisory services to reduce cost, manage risk, and align energy strategy with broader business goals.

- How has your organization been impacted by recent energy price volatility?
- What strategies are in place to manage energy spend and risk?
- How open are you to energy solutions that free up capital for other initiatives?
- How are energy decisions currently made within your organization?

EXPENSE MANAGEMENT AUDIT

A structured review of recurring technology and service spend to identify savings opportunities, eliminate waste, and improve governance.

- Do you have full visibility into all recurring technology and service expenses?
- Where do you suspect duplicate tools or unused licenses may exist?
- How are vendor contracts, renewals, and approvals currently managed?
- Would a structured expense review help identify savings without disrupting operations?