

# CHOOSING AN IT PROVIDER



Most business leaders know they need well-designed, secure IT. However, it can be difficult to find the right IT provider that understands your business and aligns with your company's objectives.

There are an overwhelming number of options in an already confusing field. You're busy enough – you just want your IT to work! Use this simple list of questions to help you make your decision.



## QUESTIONS TO ASK A PROSPECTIVE MANAGED SERVICES PROVIDER

### IT Security

- What are your typical standard offerings for security? Email/anti-spam? Anti-virus? Perimeter security? Web filtering? Email/file encryption? Other security measures such as 2FA?
- What is your BDR strategy? Are there onsite and offsite options? Are the backups image-based?
- How do you monitor backups? Frequency? If you detect an alert, how do you remediate?
- How do you manage and deploy patches?
- Do you help educate employees on current security threats and their role in protecting the company?
- Do you manage clients who have compliance regulations or unique security needs?
- How can we assure our clients/customers that their information will remain secure?
- Where are the data centers located? What certifications do they have?
- How do you protect client information and privacy?

### Proactive Services

- Do you monitor every client device? How do you execute?
- What do you monitor and how often? 24/7/365 and in real-time?
- If you support our network and endpoints remotely, what is the security?
- How often do you do upgrades, regularly scheduled maintenance, etc.? How do you ensure our systems and devices are running at an optimum level?
- If you get an alert signaling an issue – predictive or another critical problem – what is the response time? What is the process? How will I be notified?



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## Help Desk & Support

- How do I contact the Help Desk?
- What are your Help Desk hours?
- How do you handle after-hours support? Weekends and holidays?
- How am I notified of updates to outstanding tickets? Am I notified when a ticket is closed? Can our company obtain reports on how much our company is using the Help Desk, and metrics on ticket resolution?
- Do you have standard protocol for escalations for more complicated or critical issues?
- Do you staff your own Help Desk? How many techs are dedicated to Help Desk?
- What certifications and training do you require of your techs?
- What information is stored in your documentation system? How do your techs access it?
- Will you contact other technology vendors on our behalf? Are there any limits to who you will contact?

## IT Strategy & Consulting

- What's your process for vetting emerging technologies and choosing new tools?
- If you adopt a new tool, how does that impact my solution and my overall cost?
- How often do you communicate with us regarding our overall IT strategy and how to execute it?
- How often do we meet to discuss our company's technology strategy and needs?
- How do you track and manage the lifecycle of our devices, inventory, licenses, subscriptions, etc.?
- How can we provide feedback about our overall satisfaction, and how often?

## Comparing MSPs

- Why should we choose you over another MSP?
- How many clients do you currently serve in my industry?
- Do you have references we can contact?
- Have you been recognized for industry excellence?

## Need help exploring your managed services options?

Want to make sure you're getting true managed services? We're here to help! Schedule a free IT consultation today, or inquire about our custom network assessment tool to evaluate your current IT setup.

**1.844.927.6433**