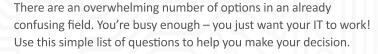
CHOOSING AN IT PROVIDER



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.





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?
- O 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?







QUESTIONS TO ASK A PROSPECTIVE MANAGED SERVICES PROVIDER

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?
- o 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





