



The Ultimate MSP Checklist

Choosing a Managed Service Provider can be tough, but it doesn't have to be complicated. Follow this checklist and ask yourself these questions to make sure your future Managed Service Provider is the perfect fit for you.

01	Do they offer on-site support? If you need on-site assistance, having the team right in your backyard is important.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
02	Can they provide their current SLA times? No one likes to wait on hold, especially for IT support.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
03	Are they willing to provide references or testimonials? Current customers' satisfaction speaks volumes about the service they're receiving.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
04	Have they been in business for long? A financial track record and experience working in their respective field is important.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
05	Can they easily articulate and define their services? It's important to be specific as possible in defining scope of services .	<input type="checkbox"/> YES	<input type="checkbox"/> NO
06	Are they monitoring and managing your systems 24/7/365? What happens if something goes wrong in the middle of the night?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
07	Will they catch problems before they cause any damage? Make sure they're pro-actively monitoring your environment for vulnerabilities & threats rather than just reacting.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
08	Do they discuss security with you and your employees? Your employees are often your weakest link when it comes to security, so make sure your provider has plan in place to address this topic.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
09	Are they regularly testing your data back-ups? A back-up is only as good as its ability to be restored.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
