

20 QUESTIONS TO ASK A MANAGED SERVICE PROVIDER

ASK AN MSP THESE QUESTIONS BEFORE
COMMITTING TO A MANAGED SERVICES
AGREEMENT.



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20 QUESTIONS TO ASK AN MSP

With 40% of small businesses turning to managed service providers (MSPs) to manage at least some portion of their IT systems, you'll likely evaluate and select an MSP at some point in your career.

Choosing an MSP to manage even a small portion of your IT functions isn't for the faint of heart. You put a lot of trust in the people and companies who run and access your IT infrastructure.

They hold the keys to your company, making or breaking your ability to conduct business on any given day.

You give a lot of responsibility to an MSP. In return, your business benefits by better leveraging your IT systems and resources to grow, and improve efficiency and security. But the only way to ensure those results is to evaluate and select the best MSP for your business and situation

So, here are the 20 questions you should ask any MSP you're considering.

QUESTIONS

1. Do you deploy a network monitoring solution? If so, does it monitor 24/7, and what is your process to ensure all monitoring alerts are addressed?
2. What is the average phone hold time for your help desk, and how quickly can we expect a response and resolution to help desk requests?
3. Is there a consultant overseeing my account, and how often will we meet and/or interact?
4. How will you advise on my business and technology strategy?
5. Is your pricing structure per device or per user?
6. How many employees are on your staff, specifically your technical staff, and how are they structured?
7. Are any elements of your services outsourced?
8. What are your service hours? Is after-hours support available?
9. Where are your cloud solutions hosted, and what redundancies and security are built into the solution(s)?
10. What services are included in your basic contract?

QUESTIONS CONT'D

11. Am I required to use you for other services?
12. Do you offer on-site and remote support?
13. How quickly is a complex issue escalated to a higher-level technician?
14. Do you interface with other technology vendors (software companies, internet service providers, etc.) on my behalf?
15. Do you have any insurance requirements?
16. How will I measure the return on the investment of our partnership?
17. What types of technologies do you specialize in?
18. What kind of documentation do you keep for our system(s), and do we have access to it?
19. How many clients do you have that [insert your business characteristics like industry, size, location, compliance regulations, etc.]?
20. Do you handle disaster recovery, what does it look like, and how long could we be down?