



# The Managed Service Provider Selection Worksheet

Finding the right Managed Service Provider for your business is a big task. With many providers that appear to offer the same services, determining the best one for you isn't always easy. The truth is that while everyone may be talking about the same tools and solutions, there are a lot of differences when it comes to how each delivers service.

**If you're in the process of choosing a provider, use the following worksheet to help you determine whether or not each company lines up with your needs.**



Company A    Company B

Proactive Approach	Company A	Company B	Switchfast
Do they offer a complete solution, never outsourcing any part of their helpdesk?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are they proactive about support and maintenance instead of waiting for something to break?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they provide a custom plan based on vetted technology standards?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they help you plan for future technology changes and investments?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they prepare a detailed budget so you can follow through with that plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they have an efficient system for prioritizing issues based on your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Full Coverage	Company A	Company B	Switchfast
Can they build your network from the ground up, providing room for scalability?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they provide unlimited remote and on-site support?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they provide 24/7 emergency support?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they offer comprehensive backup and disaster recovery solutions?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can they keep your network and data secure?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is procurement included in their managed service offering?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they offer complimentary workstation rebuilds?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are all of the above included in one flat rate so you can keep costs predictable and avoid line items?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Established Strategy and Process			Switchfast
Do they provide a dedicated account and support team with techs and engineers who know your business?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they offer a client-assigned CIO who is dedicated to overseeing your IT plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do you have regular, scheduled meetings with someone who understands your business?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they ask for feedback and follow up with improvements?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skill and Experience			Switchfast
Are all their technicians certified and experienced in their field?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they invest in their team, with ongoing training and certification support?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they keep up with the latest technologies and innovations, and apply those to benefit their clients?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Can they manage compliance requirements such as HIPAA, FINRA and SEC?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Reputation			Switchfast
Do they track client satisfaction, and maintain a near-perfect record?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are they well-known?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they have positive client reviews from third party websites?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are their clients willing to vouch for them?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Have they been recognized in the industry for their accomplishments?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Do they have relationships with best-in-breed technology partners such as Microsoft and Datto?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Are they focused on serving clients in the Chicagoland area?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Company A:

Sales Contact:

Website:

Address:

Reviews:

Awards:

## Company B:

Sales Contact:

Website:

Address:

Reviews:

Awards:

## Company Name:

Switchfast Technologies

Sales Contact:

Tim Schmitt, 773-537-4833, [tschmitt@switchfast.com](mailto:tschmitt@switchfast.com)

Website:

[www.switchfast.com](http://www.switchfast.com)

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4043 N. Ravenswood Ave Ste 203  
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Reviews:

<https://clutch.co/profile/switchfast-technologies>  
<https://www.yelp.com/biz/switchfast-technologies-chicago>

Awards:

CIOReview: 20 Most Promising IT Services Companies 2017  
Talkin' Cloud: Top Cloud 100 Cloud Service Providers 2016  
American Registry: Top 10% Most Honored Businesses 2016  
MSP Mentor: World's Top 501 MSPs

## Notes: