



5 ways to extract value from your Managed Services Provider

Forget about your Managed Services Provider (MSP) as being just that. The relationship you have with your MSP has the power to make or break your business. Yes, this relationship can really be that impactful. Find the right MSP and you'll essentially stumble on the commercial equivalent of true love.

Use our checklist below to find the right MSP with the most value to offer your business.

- 1 Dive deep into operational issues**
 - A good MSP/client relationship will handle both strategic and tactical areas of your business.
 - Evaluate how good a fit an MSP will be for you by understanding how they handle operational matters. e.g:
 - Centralising your IT management requirements
 - Handling compliance concerns
- 2 Discuss your business KPIs**
 - Share your overall business goals with the MSPs you interview
 - Ask how they would align your IT services requirements with these goals to deliver on KPIs
- 3 Discuss your business values**
 - A rewarding MSP/client relationship is built on trust
 - Ensure that your cultures match or work well together
- 4 Evaluate MSP services**
 - Not all MSPs provide the same services
 - Understand what services are key for you and speak only to MSPs who offer those services
- 5 Ask for testimonials**
 - Find out who else your chosen MSP works with
 - Understand what work they have done for other brands

Want to know more? Read about how to identify when your business is ready to work with an MSP partner in our ebook.

[Download IT >](#)