

Navigate your way to OneNeck



Monitoring and managing your own IT infrastructure and services can be a rough journey. Navigate to a managed services provider that delivers a turnkey, full-service solution using certified industry experts to calm the roughest of seas.

9 keys when selecting managed services



1 Dive Deep

A managed services provider should have expertise across all IT delivery models, from traditional IT to managed services and cloud.



2 Full Speed Ahead

Is the provider's overall approach reactive—a "break/fix" mentality—or proactive, focusing on prevention and continuous improvement?



3 Know The Ropes

To ensure reliability of service, the provider should employ industry best practices, especially the ITIL approach to IT service management.



4 No Loose Cannons

Ensure you're contractually and financially covered with service level agreements (SLAs) for uptime, security, power, and redundancy.



5 Leaving Port

Getting out is harder than getting into the cloud. Make sure your provider has the expertise necessary to help develop and implement a cloud exit strategy.



5 Shipshape

As your business and IT needs change, a provider's comprehensive portfolio gives you flexibility on demand from a suite of services.



6 Sea Legs

A provider should adjust to new conditions (multiple environments) and manage a variety of solutions regardless of the deployment model.



7 Worth Its Salt

Make sure a provider has solid customer retention and a strong financial history showing steady growth in a variety of vertical markets.



8 Steady As She Goes

Business is not 9 to 5. You require consistent 24-hour monitoring, managing, and problem resolution for your IT systems.

