

The background image shows a group of business professionals in silhouette, walking through a modern office space. Large windows in the background reveal a city skyline with several skyscrapers. The scene is lit with warm, golden light, likely from the setting or rising sun, creating a professional and dynamic atmosphere. The silhouettes of the people are reflected on the polished floor.

10 Questions to Ask Before Selecting an MSP

How to maximize your investment in IT



1. What services are important to me?

- ▶ At a minimum, you will need asset monitoring, antivirus, and patch management.



2. Do I need 24x7x365 network operations support?

- Problems with your website or server can occur at any time. You should strongly consider 24x7x365 managed IT support as part of your minimum requirements.

3. How will the services be delivered?

- ▶ It is critical that you perform an on-site review of your potential providers.

4. Do I need technical engineers servicing my account?

- ▶ Depending on your requirements, you may need someone assigned to your account with specific experience in your industry.

5. Which performance metrics are important to me?

- ▶ Performance metrics can identify important patterns, and you need to understand what reports will be delivered and analyzed.

The background of the slide is a collage of US dollar bills. A prominent 100-dollar bill featuring Benjamin Franklin is in the center. Other bills, including 100 and 20 dollar bills, are visible in the background, slightly out of focus. The bills are layered, creating a sense of depth.

6. What is my budget?

- ▶ Your provider should be able to create a customized package of managed services that gives you exactly what you want – and nothing you don't.

A man with short blonde hair, wearing a dark blue long-sleeved shirt, is shown in profile, reaching into a server rack. He is interacting with a component inside the rack, which has a blue light indicator. The server rack is black and filled with various electronic components. The background is slightly blurred, showing more of the server environment.

7. What are the skills and scale of the MSP's staff?

- ▶ The staff should be broad enough to cover all technical areas and include deep, advanced skills in such areas as security, networking, virtualization, and advanced infrastructure.

A woman on the left, wearing a dark blazer, points her right index finger towards a man on the right. The man, also in a dark suit, has his right hand raised palm facing forward in a gesture of refusal or disagreement. They are standing in front of a dark wood-paneled wall. A decorative string of white lights is visible in the background, and a bright light source is at the bottom of the frame.

8. How will issues be resolved?

- ▶ If the MSP outsources parts of the service offerings (for example, backup and recovery data centers), multiple fingerpointing will result when there is an issue.

A man with a beard, wearing a dark blue suit, light blue shirt, and maroon tie, is seated at a desk. He is holding a blue pen in his right hand and looking towards the left. In the foreground, the back of another person's head and shoulders are visible, suggesting a meeting or consultation. The desk is cluttered with papers, a pen holder, and other office supplies. The background is slightly blurred, showing an office environment with a window and some greenery.

9. What guarantee does the MSP offer me?

- ▶ The MSP should provide formal, written service level agreements (SLA).

10. What is the longevity of the company?

- ▶ Choose an MSP with decades of experience and a referenceable client list.

► Read more in the blog post,
["10 Questions to Ask Before Selecting an MSP."](#)

DO YOUR
RESEARCH
NOW. YOU'LL
BE THANKFUL
LATER.

Contact us today
for a **free consultation**

Save time and let us answer your questions

[Request a consultation >](#)

