Evaluating an MSP

When it comes to choosing a Managed Service Provider (MSP) for your business, there are a number of things to consider. Check out this helpful checklist when making a decision.



Defining success

Success looks different to everyone. But, you and your MSP should be on the same page about what that looks like. Without this, the relationship can be frustrating for both sides.

Growth goals

If you're looking to grow your business with technology, your MSP should have that mindset too. They should be able to provide a defined roadmap that achieves the growth you're hoping to accomplish.

Values and personality

Businesses have core values and MSPs are no different. If your business values and your MSP values are very different, you may find it difficult to see eye to eye. This goes for the same as the personality of your business and the MSP you choose to work with.

Experience and reputation

Check out the MSP's customer reviews, ask others in your industry if they have worked with that MSP and what their experience was like, ask the MSP what kind of projects they typically work on or what they have accomplished in the past.

Proactivity and support model

Gone are the days of the break/fix IT model. A good MSP is proactive and monitors/fix problems before they become significant issues. Going hours or even days without resolving the issue could cause considerable damage to your business. Your MSP should be able to be contacted 24/7 when issues arise as well.

Contracts and KPIs

Before you get started with an MSP, you need to know what you're signing up for. The agreement you and your MSP decide on should clearly outline what services are provided, the price for services included (and not included), and what benchmarks will be met within a certain amount of time.

Whether you're hiring an MSP to act as your sole technology support or an addition to your internal IT team, all of these are important factors to think about and ask. Evaluating how a MSP works with your business is key to growing a successful business.

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