Choosing The Right IT Managed Service Provider

Cubit TECHNOLOGY

We've used our knowledge of IT and agencies to help you select an IT MSP

Billing and Cost Structure:

- How does your billing structure work? (Per hour, per user, per computer)
- Do you offer a flat-rate or tiered pricing model?
- Are there any additional costs for onboarding or offboarding services?

Client Relations:

- What is the size range of companies you typically service?
- Can you provide examples of similar customers in our industry?
- How do you communicate complex IT concepts in layman's terms?

Support and Responsiveness:

- Do you provide ad hoc support services?
- What is your average response time for support requests?
- Can you detail your Service Level Agreements (SLAs)?
- What services are excluded from the SLAs?

Operational Procedures:

- How is your service delivered on a day-to-day basis?
- Who will be our primary point of contact?
- Is there a ticketing system for logging and tracking issues?
- What is the protocol for out-of-hours support?

Quality and Performance:

- How do you ensure the quality of service?
- What metrics do you use to measure performance?
- What continuous improvement processes do you have in place?

Onboarding Process:

- What is the onboarding process for new clients?
- What responsibilities will our company have during onboarding?
- How long does the onboarding process typically take?

Technology and Expertise:

- Describe your familiarity with our current technology stack (e.g., PCs, Macs, cloud software, server-based software).
- How do you stay updated with the latest technology trends relevant to our industry?

Included Services:

- What services are included as part of the MSP package (e.g., cybersecurity support, firewall management, remote monitoring)?
- How do you manage relationships with third-party vendors?
- What is your approach to network management and internet connectivity support?

Cultural and Operational Fit:

- How many employees do you have?
- What are your company's core values?
- Where is your company headquartered, and do you have multiple locations?
- Describe the type of professionals that work at your company.
- What is your staff turnover rate?

Exclusions and Additional Services:

- What services are not included in the standard package and may incur additional costs (e.g., software licensing, project work)?
- How are additional services billed?

Training and Development:

- How do you ensure ongoing training and improvement for your personnel?
- What kind of training programs do you have in place?

Differentiation and References:

- What do you believe differentiates your MSP from competitors?
- Can you provide testimonials or references from existing customers?
- Is it possible to view a sample invoice for clarity on billing and services rendered?

Account Management:

- Who will be assigned as our account manager?
- How do you ensure that our company will receive focused attention?
- Can we have oversight of all issues and resolutions relating to our company?

By addressing these points, you'll have a structured approach to evaluating potential MSPs, ensuring you select a partner that not only meets your technical requirements but also complements your agency's culture and values.