Top 25 Questions

TO ASK WHEN EVALUATING A MANAGED IT SERVICES PROVIDER

Managed Services Providers (MSPs) can provide a wide range of IT services to help your business operate more efficiently and securely. To help you make an informed decision, we've compiled a list of questions to ask your MSP. These questions will help you understand their expertise, solution offerings, and approach to delivering IT services, so you can choose an MSP that's the right fit for your business.

The Provider's Background

1   How many years has your company been providing managed IT services?

2   What is your average tenure for clients? Employees? Managers?

3   Can you provide case studies or references from clients in our industry or similar size?

4   What is your Glassdoor rating?

MSP Background

You need a Managed IT Services Provider (MSP) that offers cutting-edge technology solutions, exceptional responsiveness, and proactive system management to ensure maximum uptime and security.

Prioritize a partnership with a transparent, highly experienced MSP that delivers tailored services and support, ensuring alignment with their business objectives and growth.

Client Success Team

5 Do you have a Client Success team? Can you provide specific details of the team's roles and functions?

6 How do you measure and benchmark client satisfaction, and how do you leverage that feedback to improve your clients' experiences?

7 What is your process for managing and addressing client feedback, issues, or concerns?

8 What resources do you offer to help clients make the most out of your services?

A Client Success Team is dedicated to ensuring clients achieve their desired outcomes by providing ongoing support, strategic guidance, and proactive service management.

They act as a liaison between the client and the technical teams, focusing on enhancing client satisfaction & optimizing service delivery.

Client
Success

Service Operations

9 How do you ensure seamless onboarding and the implementation of solutions to minimize disruptions?

10 How long does the onboarding process typically take?

11 How do you handle support and issue resolution?

12 How are complex issues escalated?

Service Quality

Service operations ensure the reliability, efficiency, and continuity of IT services that support clients' critical business functions.

Effective service operations enhance client trust and satisfaction by minimizing downtime, optimizing system performance, and providing swift, effective responses to IT issues.

IT Strategy Development

13 What differentiates your managed services solution from other providers?

14 How do you assess current IT environments and identify areas for improvement?

15 How does your consulting team assist with vendor selection and management to ensure optimal partnerships for our organization?

16 How do you ensure that our IT strategy is consistently updated over the course of our relationship and that we're educated on new solutions?

A thorough IT strategy equips MSPs with a comprehensive roadmap to align technology initiatives with your long-term business goals.

This expertise allows the MSP to proactively tailor solutions that optimize operations, mitigate risks, and drive innovation, delivering growth and a strategic advantage.

IT Strategy

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Fees & Service Arrangements

17 What specific services are included in your offerings? Can you provide a detailed breakdown?

18 What specific services are excluded from your offerings? Can you provide a detailed breakdown?

19 How does your invoicing process work, and what is the typical billing cycle for your solution?

20 How do you handle changes in pricing or potential rate increases over the course of our engagement?

Fees & Finances

Understanding what is included in your contract with a Managed IT Services Provider (MSP) is essential to ensure clarity on service scope, responsibilities, and expectations, thereby avoiding potential misunderstandings and ensuring alignment with your business requirements.

Cybersecurity & Risk Management

21 How do you collaborate with clients to develop customized cybersecurity strategies that align with their specific risks and requirements?

22 Considering MSPs are a potential vector of attack into client environments, what steps do you take to secure your own environment?

23 Do you have cyber insurance? What are the limits?

24 What partnerships do you have with security vendors, and how do these partnerships enhance your security capabilities?

25 How do you approach employee training and awareness programs to strengthen our organization's cybersecurity posture?

Risk & cybersecurity are critical because they protect organizations from data breaches, cyber threats, and other vulnerabilities that can lead to significant financial losses, reputational damage, and legal consequences.

Implementing robust measures ensures the integrity, confidentiality, and availability of sensitive information, maintaining continuity in business operations.

RISK & Cybersecurity

Partner with the Best MSP

THE RIGHT MSP BRINGS SIGNIFICANT BENEFITS TO YOUR ORGANIZATION

Partnering with the right MSP can bring significant benefits to your business, from improved security and productivity to peace of mind. By asking the right questions, you can ensure that you are choosing the right MSP partner that aligns with your culture, business, and IT needs.

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