10 Questions to Ask Before Choosing an MSP

Your MSP should be a transparent extension of your organization. Not only should your MSP provide a wide range of services, they should also be aligned with your leadership goals and business growth initiatives. Here are some great questions to ask before you select an MSP for your business.

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1. **Does the MSP require your systems to backed up, patched, and ensure endpoint security?** How often, where is data backed up and how do they protect users from compromising your network with their laptops, mobile, and other devices?

2. **What do you know about my industry and competitors?** We believe that your MSP can be a valuable partner to helping your business now and with an eye for future growth so it's important to have an MSP partner who understands the needs and challenges of your industry. Have they worked with competitors in your industry? How have they helped other businesses, in your industry, grow their business?

3. **What type of experience do you have with software and regulatory compliance issues, in my industry?** Every industry has software designed to meet their needs. Your MSP can provide assistance with selecting the right software to create efficiencies, reduce costs, or enhance processes. If your industry has regulatory oversight or compliance requirements, an MSP can help you choose technology and software that will assist you in meeting those requirements.

4. **Describe your expertise and experience.** Be sure that you're dealing with an MSP that has a proven track record and recent customer references. A simple Google search can also be enlightening to show the depth and breadth of work and performance.

5. **Describe some ways in which you have been proactive with your clients.**

6. **Is your support team outsourced or in-house?** In a global workforce, many organizations require 24/7 help desk support. Is the help desk open and easy to communicate with? Are they based in the U.S. or abroad? How easy is it to reach the actual technicians and network administrators? Is your team able to communicate directly with the people responsible for your network and team?

7. **Thoroughly review and discuss the Service Level Agreement or SLA.** Ensure that the MSP will be held accountable for their performance and address how failures will be resolved.

8. **Thoroughly evaluate the costs:** Be sure to review cost escalations based on your desired growth initiatives. In some cases, the provider will quote a low price to get you on-board, and then significantly raise costs as your business grows. Be sure to understand data storage costs, users and license fees, peak demand, etc.

9. **Factor in added-value benefits.** Uptime, security, network reliability, and regulatory compliance issues should all be evaluated and factored in. The lowest cost is not always the best choice – you will absolutely get what you pay for.

As you can see, when interviewing and selecting an IT managed services provider, there are many important considerations. Conscious Networks has decades of experience managing hundreds of MSP networks and serves as a valuable partner for end to end managed services.

Click or call to schedule a free discovery session.

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