



Managed IT Services Buyer's Guide

What You Need to Know and Questions to Ask Before
Doing Business With a Managed Service Provider (MSP)

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The market for managed service providers (MSPs) is becoming increasingly saturated, making it challenging to find a company whose services align with your business's needs

The ideal situation is finding an MSP whose company values, goals, and culture are in line with yours. It's also best if their services are flexible to ensure they can adapt to the growth of your business.

Given the size of the MSP market and the large number of providers who offer similar services, the variety of what's available on today's market makes choosing the right partner more difficult for businesses.

While there are certainly some similarities between the different providers, not every MSP is created equally. Some may have a narrower range of services, which may be limited to surface-level cybersecurity, technical support, help desk support, and network management. This limited scope omits essentials like on-site support and IT consulting.

To ensure you make an informed decision, it's best to find an MSP that specializes in specific areas that are vital to your business, such as experience with your industry, knowledge of specific types of cloud environments, and compliance consulting.

Evaluating your options helps you gradually narrow down your list of MSPs to help you find a partner whose services match your needs and suit your budget. This may seem uncomplicated, but it's anything but.

Are We the Right Fit for You?

Find out if we tick all the checklist items in as little as nine minutes.

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During the research process, you may find that MSPs use several different pricing models for their services, which may be based on:

- Flat rate
- Total number of users
- Required service time
- Quantity of data managed

In addition to pricing models, an MSP that's a good fit for any business should be able to help them scale up or down as their needs demand.

With so many different variables and options out there, we've compiled a series of qualifying questions that you use, one-by-one, to ask the MSPs you're considering so that your selection process is much easier.

Determine MSP Compatibility With Our Detailed Checklist

By using this handy checklist and asking these questions to your prospective MSP during the discovery process, you'll be able to pare down the list of providers that would be a good fit for your business.

☒ How is your help desk operated?

1. Is it staffed by your own experts in-house? Or is it outsourced to a third-party provider?
2. What is your response time (on average) for support tickets and IT issues?
3. How many in-house help desk techs do you have? Will I receive a dedicated team or a rotating shift of people?

☒ How is your technical support offered, and is it available 24/7/365?

1. Do you offer on-site support or remote only?
2. How quickly can an on-site technician be dispatched?
3. Can you detail the procedures of how a support request is processed by your team?
4. Are both your on-site and remote support services available over weekends, holidays, and at all hours?

☒ Do you offer cybersecurity services, and what is covered?

1. Is your cybersecurity experience industry-specific?
2. Do you specialize in compliance frameworks like CMMC, NIST, etc.?
3. Do you have a Security Operations Center that is SOC 2 compliant?
4. Do you conduct 24/7 monitoring of networks to address malware, ransomware and virus attacks?
5. Do you offer endpoint and server protection solutions?
6. Do you manage and maintain firewalls?
7. Do you offer cybersecurity and phishing training for employees?
8. Do you assist with regulatory compliance and audit preparation?

☒ Do you offer a full range of cloud services?

1. Do you plan and perform cloud migrations?
2. Do you have virtualization services?
3. Do you offer localized cloud hosting?
4. Can you plan and manage regular data backups and disaster recovery strategies?
5. Do you offer support for major cloud platforms like AWS, Google, Azure, Sharepoint, Lynx, etc.?
6. Do you possess any cloud-specific certifications?

☒ Are you capable of and have experience in creating IT roadmaps for business strategy?

1. Can the roadmaps be customized to my specific business goals?
2. Do you rely on a template for this process or is it informed by best practices and your own professional experience?
3. Can you provide references that attest to your prior success in this regard?

☒ **Is your IT company staffed by fully-certified technicians?**

1. Which certifications, specifically, do your team members have?
2. Is your staff compliant with critical industry standards such as HIPAA, CCIE, AICPA, ITIL, ISO, Apple, Microsoft, Fortinet, etc?

☒ **Do you offer computer repair services?**

1. Does the service cover laptops and desktops?
2. What is your average turnaround time?
3. Are computer upgrade services offered?
4. Do the services include software installation and configuration?
5. Do the services include malware detection and removal?

☒ **Do you have strong relationships with prominent IT vendors?**

1. Do you have existing relationships with major vendors like Microsoft, Apple, etc.?
2. Can you communicate to vendors on our behalf?
3. Can you assist with cultivating relationships between us and your vendors?

☒ **Are you able to improve the value we get from our technology?**

1. Do you provide assessments and recommendations?
2. Do you provide expert IT consulting?
3. Can you improve the performance of our critical IT infrastructure over time?

At Computers Made Easy, our objective is in our name. For 27 years, we've helped make working with computers easier for businesses with a full range of managed IT services.

We work alongside you to ensure you get more out of your technology by simplifying how you manage it. Our team of experienced technicians serve over 300 companies and 10,000 users by providing 24/7/365 IT support and monitoring services.

Unlike other MSPs, we also offer computer repair services with guaranteed quick turnarounds to help you get back to work quickly. If you require digital marketing services, we can assist with that as well.

Get on the fast track to improving IT management by partnering with Computers Made Easy. [Contact us today](#) to schedule a consultation.

Get a FREE 30 Minute Consultation

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