



How to Choose a Managed Services Provider

What Should You Look for in a Technology Partner?

Checklist



At Protelligent, we don't think you should have to pay for services you don't need. That's why we offer a boutique approach to IT management so that you can select only the services that will benefit your company. The choice is yours.

Finding Peace of Mind

If you're outsourcing your IT services, you need to find a managed service provider (MSP) you can trust; a technology partner with the experience, expertise, and skills to manage your technology infrastructure. Whether you're considering an MSP for the first time, or thinking of making a change, it's important to know the factors to consider when choosing the best MSP for your needs. Protelligent suggests asking a few questions first.



INFRASTRUCTURE

Providing world-class IT services requires having a solid infrastructure in place.

ASK THESE QUESTIONS:

- o Do they have a state-of-the-art operations center?
- o Do they provide a redundant system designed to ensure reliability?
- o Do they monitor backups 24/7/365?
- o Do they guarantee 99.9% uptime?



CLOUD

Leverage the full value of cloud computing with an MSP that knows its way around the cloud.

ASK THESE QUESTIONS:

- o Are their services easy to scale up and down?
- o Do they offer private, public and semi-private clouds?
- o Will they implement full and hybrid cloud architectures?
- o Do they support physical and virtual environments?

YOU NEED AN MSP THAT WILL BE YOUR FIRST (AND LAST) CALL FOR TECHNOLOGY CONCERNS. WHAT OTHER BENEFITS SHOULD AN MSP OFFER YOUR BUSINESS?

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|---|--|
| ✓ Onsite, voice and web-based support | ✓ Flexible service level agreements (SLAs) |
| ✓ Standard and emergency onsite support | ✓ Turnaround time starting at 30 minutes |
| ✓ Comprehensive disaster recovery methodology | ✓ Support for IaaS, PaaS and SaaS |



CLIENT SUPPORT

An MSP's technicians, engineers, and other staff should take pride in delivering service that delights.

ASK THESE QUESTIONS:

- o Are all levels of support available 24/7/365?
- o Do they perform inventory and management of all IT assets?
- o Is there proactive network and systems management in place?
- o Do they provide a remote help desk, including after hours?



SECURITY

Don't lose sleep over the security of your IT assets. Demand a comprehensive range of security services.

ASK THESE QUESTIONS:

- o How do they protect data?
- o How do they prevent unauthorized access?
- o Do they protect against viruses, spyware and malware?
- o Will they be responsible for optimizing your network performance?



MAINTENANCE

Proactive maintenance keeps your IT assets up to date, so you get the most out of your IT investment.

ASK THESE QUESTIONS:

- o Do they offer service and warranty contracting?
- o Will they handle software installation?
- o Do they enforce corporate desktop policy?
- o Are they responsible for network and VPN access administration?

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|---|---|
| ✓ Backup and disaster recovery processes and systems | ✓ Network configuration management, including backups |
| ✓ Proactive critical patching and security alerts and updates | ✓ Network-based intrusion detection systems and threat-detection alerts |
| ✓ Regular audits to assess network security | ✓ Reports on backup health, patch updates, service tickets and more |



REPORTING

Your MSP should regularly deliver easy-to-understand reports that help guide your business planning.

ASK THESE QUESTIONS:

- o Do they report on network health?
- o Do they report on system activity?
- o Do they report on operating systems?
- o Do they report on software licenses?



VENDORS

Your MSP should be able to take the responsibilities of managing vendor relationships off your plate.

ASK THESE QUESTIONS:

- o Do they manage software and hardware vendors?
- o Do they manage phone service vendors?
- o Do they manage copier and printer vendors?
- o Do they manage web and email hosting providers?



PROJECTS & PLANNING

Having project management expertise helps your MSP formulate and execute your long-term IT strategy.

ASK THESE QUESTIONS:

- o Will they allow you to easily add or cut back on services?
- o Will they create a technology roadmap with periodic updates?
- o Will they perform project research and proposals?
- o Will they offer financial budgeting and forecasting guidance?

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- | | |
|--|---|
| ✓ Instant escalation of emergency issues | ✓ Analysis and management of security, risk and disaster recovery |
| ✓ Actionable, easy-to-understand performance reports | ✓ Annual technology audits |
| ✓ Predictable monthly charges on invoices | ✓ Fast response to requests for proposals (RFPs) |



DEPLOYMENTS & SCALING

Your MSP should be able to get your IT assets up and running and scale resources as your needs grow.

ASK THESE QUESTIONS:

- o What is their performance promise and guarantee?
- o Will they perform platform capacity planning?
- o Can they consult on deployment issues?
- o Do they offer custom implementation services?



CONTRACTS

The way an MSP structures its plans, plan tiering, fees and services determines what you can expect from a working relationship.

ASK THESE QUESTIONS:

- o Do they have tiered service plans?
- o Do they have tiered SLAs?
- o Do they have minimum or maximum fees?
- o What are their terms of payment?



COMPANY CERTIFICATIONS

Make sure your MSP demonstrates strong technical expertise through certifications.

ASK THESE QUESTIONS:

- o On what hardware are they certified?
- o With what software are they certified?
- o Who are their partners?
- o What certifications do their employees have?

ONE MORE QUESTION: ARE YOU READY TO ELEVATE YOUR IT EXPERIENCE?

If your IT infrastructure is getting harder to manage and more expensive than you'd like, it's definitely time to consider working with a best-in-class Managed Services Provider (MSP). In this Checklist, we've shared some of the questions you should ask when vetting an MSP, but it's really just the beginning of the conversation.

[Download the Guide](#)



Get an Expert, Third-Party Penetration Test for Free

Cybersecurity is mission-critical for your business, but you don't have to go it alone. We didn't build Protelligent on tiers and transactions but on a duty to be better than the rest.

Engineering-minded and purpose-driven, we traded the traditional MSP model for something more personal, proactive, and intelligent. We believe that you deserve access to enterprise tools and talent, always-on services, business insights, and reliable support because innovation should always be within reach.

We can help you reap the benefits of an enterprise IT team, with deep security expertise and capabilities, without the hurdles of hiring a full-time employee. Starting with helping you understand and assess where your risk levels are at.

Schedule a quick intro meeting and we'll perform an expert, third-party penetration test for free—so together we can gain a clear understanding of your vulnerabilities, how to fix them, and create a plan to protect your business from financial and reputational damage.

Contact the Pros

