8 Ways to evaluate a potential MSP

ccb TECHNOLOGY®

1 WHAT DO THEIR CUSTOMERS HAVE TO SAY?

- Check out their online reviews and testimonials.
- Don't hesitate to ask for client referrals – they should be quick to provide them.
- Do they have a record of meeting the requirements of their SLA? (Service Level Agreement)
- Review their social media sites.

2 WHAT DOES THEIR WEBSITE TELL YOU ABOUT THEM?

- Review their service offerings, years of experience, recognitions, and awards.
- Do they highlight case studies or customer stories?
- Do they highlight customer testimonials within their focused industries?
- Do they specialize in certain sized organizations?

3 WHAT ABOUT THEIR TECHNICAL TEAM?

- Ask about their service expertise as it relates to your needs.
- How many technical staff do they have and what are their certification levels?
- What's the turnover rate within their IT staff?
- Is their support U.S. based and available outside of normal business hours?

4 WHAT ARE THEIR SERVICE CAPABILITIES?

- Ask what's included in full IT support and if they have co-managed options too.
- Do they have comprehensive offerings for security, backup, and recovery?
- How do their helpdesk packages differ? Can you call Level 1 helpdesk directly?
- Can they provide on-site services when needed?

5 WHAT'S THEIR COMMUNICATION STYLE?

- Ask what the preferred method of communication is with the organization.
- How do they handle ticketing processes most effectively?
- How detailed are their scopes of work? Is their pricing and timeline accurate?
- Check out their response quality by asking for client feedback surveys.

6 ARE THEY WILLING TO BE ACCOUNTABLE?

- Do they provide accessible and timely documentation of their work?
- Do they get prior approval for out-of-scope work, so there are no surprise costs?
- Do they use secondary credentials to access your networks?
- Do they respond to your questions or concerns without hesitation?

7 IS THEIR CONTRACTUAL AGREEMENT FLEXIBLE?

- If you aren't satisfied with their service, what are your options?
- Do they offer a monthly contract option?
- Can items/users be added/removed as needed?
- Can work be done on a per-project basis?

8 DO THEY ALIGN WITH YOU CULTURALLY?

- Look for their mission statement and core values on their website.
- Do their core values align with yours, and do they exemplify them?
- What philosophies drive their success?
- Is there pride in their people, tools, and processes?

We'd love to show you how CCB Managed Services stacks up. **Contact us »**