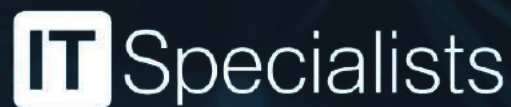# ESSENTIAL QUALITIES

TO LOOK FOR IN

MSP PROVIDERS

IT Specialists

A CHECKLIST TO COMPARE CURRENT IT PROVIDERS AND ONES YOU ARE INTERVIEWING, IN ORDER TO SELECT THE BEST PROVIDER FOR YOUR BUSINESS

IT PROVIDER COMPARISION CHECKLIST

USE THIS CHECKLIST TO IDENTIFY WHAT ITEMS ARE IMPORTANT FOR YOUR BUSINESS AND COMPARE IT PROVIDERS

- ☐ Do they answer their phone LIVE and respond to emergencies promptly?

- ☐ Are they easy to reach and highly responsive when you need them for non-emergencies?

- ☐ Do they proactively monitor, patch and update your computer network's critical security settings daily? Weekly? At all? How do you know for sure?

- ☐ Do they proactively monitor your computer network 24/7/365 to spot (and fix) developing problems?

- ☐ Do they proactively offer new ways to improve your network's performance instead of waiting until you have a problem to make recommendations?

- ☐ Do they provide detailed invoices that clearly explain what you are paying for?

- ☐ Do they explain what they are doing and answer your questions in terms that you can understand?

- ☐ Do they complete projects on time?

- ☐ Do they follow up on your requests quickly?

- ☐ Do they offer any guarantees on their services?

- ☐ Do they arrive on time and dress professionally?=

IT PROVIDER COMPARISION CHECKLIST

USE THIS CHECKLIST TO IDENTIFY WHAT ITEMS ARE IMPORTANT FOR YOUR BUSINESS AND COMPARE IT PROVIDERS

- ☐ Do they frequently present new ways to improve the speed and performance of your computer network, to work remotely or to communicate more easily with clients, staff, etc.?

- ☐ Do they have other technicians on staff who are familiar with your network in case your regular technician goes on vacation or gets sick?

- ☐ Do you feel confident that they are not learning on your time?

- ☐ Do they take the time necessary to get the job done rather than seeming constantly rushed?

- ☐ Do they focus on your needs rather than taking calls from other clients while working on your network (and on your dime)?

- ☐ Do they listen to you?

- ☐ Are they adamant about backing up your network and having a disaster recovery plan in place?

- ☐ Do they offer to meet with you regularly to review your business plans, your network status and their own performance in supporting your company?

- ☐ Do they provide frequent updates, status reports and follow-up calls and e-mails so you don't have to manage their progress on projects yourself?