10 Questions To Ask A Managed Services Provider

In order to gain efficiencies and stay competitive, an increasing number of companies are looking toward Managed Service Providers (MSP) to handle a portion, or all, of their IT operations. This is a great solution for those organizations that want to save money, convert fixed costs to variable costs, or refocus limited IT resources on core business operations.

However, this decision can come with apprehension. There is always the fear of hiring a provider that isn't available during critical downtimes, doesn't take the time to get familiar with your business operations and infrastructure, or is unable to provide adequate security.

There are great providers out there. Companies just need to be informed on what to look for in a MSP. To assist with this process, Contegix has compiled a list of questions that should be asked of any prospective MSP vendor.

1. How long have you been in business?

2. What are your support hours, average response time, and average resolution time?

3. What level of expertise and experience do you require of your support staff?

4. What is your downtime history?

5. What kind of backups do you have in place in case of equipment or service failure?

6. How fast is your connectivity?

7. What security measures do you have in place? (both physical and virtual)

8. Do you provide compliant solutions? (HIPAA, PCI, Safe Harbor, etc.)

9. What level of support does each of your managed service plans provide?

10. How customizable/adaptable are your managed service plans?

Depending upon your specific requirements, the answers to these questions should provide your team with a better idea of the levels of protection and service that you can expect with each MSP prospect.

Selecting a MSP that is right for your company is a critical decision. For additional assistance with this process, or to learn how Contegix can support your organization as your Managed Service Provider, contact us.

We would appreciate the opportunity to demonstrate how we have helped hundreds of companies around the globe manage their infrastructure effectively and efficiently.

Visit Contegix.com, call us at 877.426.6834 or send an email to sales@contegix.com.