



Fast Service and Response Time

A good Managed Service Provider will always be available to take care of client concerns. A good M.S.P. will also respond in a timely manner. Service request should be handled within the agreed terms of your contract and all progress and completion updates should be documented and available to clients. In most cases clients should receive progress updates and completion updates on all open tickets as they are being serviced. Also, look for a guaranteed response time.

Annual IT Budget Planning

A good Managed Service Provider will become a valued member of your team and your businesses success. This includes becoming a part of the planning process. A good M.S.P. will help plan an Information Technology budget so you can be sure you are getting the most value out of there service. Expert budget consulting will make sure you have the right technology to perform now and in the future and will find ways to cut cost and improve processes that streamline workflows. Always make sure your Managed Service Provider looks out for your interests.

Disaster Recovery Planning

In the event of a disaster you want to make sure your M.S.P. has a plan that ensures your data is safe. A Managed Service Provider will have a comprehensive plan of how to protect your data. Options should include multiple backup solutions like local backups, cloud backups, remote back and personal cloud storage for varying situations. Along with these back solutions should be coupled with quick recovery methods enabling low downtime and minimum negative impact to your business.

Third-party Vendor Partnerships

One of the advantages of using a good Managed Service Provider is that they are able to become your personal liaison to third-party technology vendors. Dealing with technology vendors can be intimidating, you may not understand the jargon they use or how to perform task that need to be performed on their software or hardware in order to maintain it. Also a good Managed Service Provider needs will organize and manage multiple vendors project scheduling, billing and other task associated with third-party vendors. When evaluating a provider, look at who they partner with and make sure they have expertise on the tools you use.

Local On-Site Maintenance and Support

A key element of a good Managed Service Provider is the availability to be onsite. This does not mean they have a scheduled day of service to resolve issues. While that method has it's perks like knowing when the I.T. guy will be at the office, it often is an inefficient use of time and resources when no issues need resolving. A better model is to make sure a technician is available to come to your location in a reasonable time when called and be available to resolve whatever issues you have or may come up at the time. Using a local provider is a huge benefit to making sure you have the best service.

Daily Backups and Cloud Services

Using a managed services provider is a great way to ensure your data stays safe and secure. Make sure your provider provides automatic and consistent backups, backed up on a remote server for safety.

Security Testing and Monitoring

A good Managed Service Provider will help protect your network. In order to keep your network up and running you want to make sure your M.S.P. has a process to vet updates before rolling them out to critical devices like Servers and client PC's. In addition they should offer an effective Security suite including Anti-Virus protection and Spyware removal solutions. All of preventative measures should be on a regular schedule and be performed at a time of least impact to the you and your employee's.

Employee Support and Communication

While network monitoring and automated problem resolution are signs of a good M.S.P. one of the most important elements to a successful relationship between a client and an M.S.P. is the communication between the M.S.P. and the end user. Whether onsite or remotely, being able to walk employees through situations and providing information that employees can understand and use in the future, a good M.S.P. will reduce the number of tickets over time by educating users. This will save both time and money and improve overall operation of the business. If your employees are being slowed down by technology they can't get their jobs done.

Proactive Maintenance

As we've mentioned above automation and proactive network maintenance are two of the most important elements of a good Managed Service Provider. Automation of task will reduce the time it takes to perform maintenance on your network and proactive network maintenance will help keep your network safe from potential disaster. Often it is a temptation to only perform fixes when a problem arises but these preventative steps can save you tons in the end.