



1. How long have you been in business?

According to the U.S. Small Business Administration, roughly 50% of small businesses fail within the first 5 years. Therefore, you want to look for a partner that has been in business for 5+ years.

We opened in 2014 and have been working to become a trusted name in MSP through our aggressive work ethic

2. How many employees do you have?

You should be looking for a stable company to partner with and not someone who is just trying to make ends meet. A good way to measure this is by how many employees they have.

Currently we have two technicians available to service our clients but as client needs grow so will our staff. We will always put client need as a priority so if our current staff is not enough we ensure our clients we can and will expand our staff as needed.

3. How many engineers do you have on staff?

You should be looking for a partner with many engineers that are specialized in certain technologies. Most IT support companies have “jack of all trades” that are good at some things, but not great at anything. This leads to complex projects, project overruns, and overall bad service.

We currently do not have an engineer on staff but when we need an engineer we have resources to contract that job to a partner company.

4. How many clients do you have on your Managed IT Services solution?

You should look for a company that knows what they are doing and this is a good measurement.

We currently service 3 other clients and are in negotiation with several other companies.

5. Do you staff your Help Desk support or do you outsource it?

The best Managed Services Providers staff their own helpdesk support ONSITE, at their office, so they can train them, keep their certifications updated, and make sure they have good people working for them. These are the people you will likely interact with the most – do you want to speak to someone who may be overseas?

We staff all our helpdesk and desktop support positions. We go through a trial process of using prescreened qualified candidates and put them on a contract to hire performance based hire process.

6. How many people do you have on your Help Desk?

You should be looking for a partner that has enough people on their helpdesk to support your employees. The helpdesk support staff should be an actual dedicated helpdesk and not field technicians that get called when they are not busy.

We currently have a 24/7 dedicated helpdesk ready to answer questions and provide service to our clients.

7. How long have you been providing Managed IT Services for your clients?

Managed Services is not an easy service to provide and takes a lot of time, processes, people, and investments. It takes 6-10 years to get good at something, depending on how often and how much you do it. Some estimate that it takes 10,000 hours to master something.

We have been providing Managed IT service for our clients for varying lengths of time during which we have received many praises for our service and recommendations. Some of our client testimonials can be viewed at our website and other publications. We believe our clients are the strongest way to gain new clients so we work to keep them happy.

8. Do you provide onsite calls as part of your Managed IT Services Solution?

You should be looking for a Managed Services Provider that provides onsite support as part of their monthly price. We find most MSPs leave this out of the discussion, and when they come onsite, they bill you for it. Surprise!

Our service comes with a weekly onsite service visit.

9. How do you measure customer satisfaction of your managed services clients?

They should be calling clients and performing surveys; the clients should be random, and not just their happy clients. They should rate their customer service on the following: reliability, performance, security, problem resolution, friendliness, professionalism, and timeliness.

We measure client's satisfaction through a series of methods. We encourage our clients to fill out a short evaluation survey periodically as well as provide them with an opportunity to express concerns or experiences with our service via email. We also have an open dialogue with our clients which provides us with constant feedback and gives our clients a chance to discuss their feelings in a non-formal manner.

10. Are you on the MSP mentor 501 list?

MSP mentor publishes the top 501 Managed Services Providers every year and this is a good way to measure a partner. The MSPs on the list know what they are doing and there is no guessing. They must be doing something right to be able to be one of the top MSPs in the world.

No we are not currently on the list of the TOP 501 MSP but we are working every day making progressive steps to be on the list in the next 5 to 10 years. We constantly are monitoring client feedback to find out how to make our service better and we also stay up to date with the latest industry trends.

11. What will you work on when not putting out help desk fires?

If we are not working on open or outstanding tickets are technicians will be working to manage and maintain network systems. This includes but not limited to running maintenance checks on computer systems, virus scans, performing data backups, cable management and other services to ensure your systems are running at peak levels.