THE MSP CHECKLIST:
7 KEY FACTORS TO FINDING THE PERFECT MSP PARTNER

Partnering with the right Managed Service Provider (MSP) is critical to maintaining a secure, efficient and resilient IT environment. Your MSP should both secure your company and critical assets, and ensure your staff stays both productive and safe. Is your MSP meeting expectations? Here are some key factors to consider when evaluating your options.

Alignment with Business Goals

Your MSP should be a strategic partner, not just technical support. It's important to assess if they align with your business goals, understand your industry, and offer proactive solutions to drive growth.

01

Performance Metrics Matter

Is your MSP delivering on promises? Consider their **uptime**, **response time**, and **resolution speed**. A proactive MSP should prevent issues from escalating. Ensure you're regularly track and evaluate performance metrics.

02

Transparent Pricing

Understanding your MSP's true cost is key to managing your IT budget. Does your MSP offer transparent pricing, or are hidden fees and surprise charges impacting your bottom line? Choose a provider with transparent pricing aligned to your business needs.

03

Security and Compliance

Basic security isn't enough in today's cyber-threat landscape. Does your MSP ensure advanced protections, industry compliance, and proactive data protection? A reliable MSP prioritizes security, strict adherence to regulations and regular assessments to keep your business safe.

04

Scalability and Flexibility

IT needs should evolve as your business grows. A top-tier MSP isn't just reactive; they proactively scale your infrastructure, integrating new technologies, and shifting business priorities. Choose a flexible partner who grows with your organization.

05

Cloud Expertise

Cloud services are essential for today's business needs. Does your MSP offer expertise in cloud strategy, migration, and management of platforms like Microsoft 365? A true cloud-savvy MSP ensures performance and helps maximize cloud potential.

06

Customer References and Case Studies

Don't just take their word for it — ask for customer references and case studies. Positive testimonials and results are key indicators of an MSP's ability to deliver value.

07

Choosing the right MSP is more than a decision — it's a strategic investment in your business's success. If you are considering a change, <u>CLICK HERE</u> to explore how Info Advantage can become the partner you need to drive innovation, security, and growth.

iaGuardianMSP incorporates best of breed support tools with our professional services team of engineers that can provide assistance for any level of technical expertise your may require. Whether it is simple break/fix call, or full help desk, datacenter and SOC support you are looking for, we have the right program to fit your needs.

- Access to certified professionals from 8 a.m. to 5 p.m., Monday through Friday, along with weekend and holiday availability.
- Remote Monitoring and Management of systems.
- Support portal to manage and monitor tickets.
- Quarterly/Strategic Business Reviews.
- IT Road Map Planning.
- IT Lifecycle Management.

iaGuardianMSP
Powered by INFO ADVANTAGE

LEARN MORE