



Choosing the Right IT Managed Services Provider for Your Business

Your guide to finding the best partner to manage your business's IT infrastructure





Many businesses are turning to Managed Services Providers (MSPs) to better leverage their IT resources, stay ahead of technological changes, and create a better experience for their employees and customers.

By outsourcing their IT management, businesses gain access to experienced IT professionals to support their network, security and more! For businesses that have a full-time IT staff member, managed service providers can relieve them of many day-to-day tasks associated with maintaining their network and give them time to focus on larger goals that can drive revenue.

When it comes to finding the right managed service provider for your business, not all MSPs are created equal. Here are 10 tips to keep in mind when searching for the right provider for you.

1. Find a MSP who is the right size for your business

When it comes to the right Managed Service Provider for you, bigger is not always better. You'll want a MSP who provides a dedicated team to your business so they are familiar with who you are, your goals, and your network.

2. Seek an MSP with a proactive approach that goes beyond break-fix services

Forward-thinking MSPs utilize proactive remote monitoring so they can spot and prevent problems before a crisis situation causes downtime, data loss or other disruptions. Fully realized disaster recovery plans that include regular on-site and off-site backups are crucial.

3. Look for an MSP who offers a co-management option

Many MSPs try to sell an all-or-nothing model, but that may not be the best fit for your business. If you have an existing IT Staff or Manager who is successful at managing your network, but is overwhelmed due to growth or an increased number of security concerns; you should be able to smoothly integrate your people with the MSP who would then act as an 'extension' of your existing team. This model gives you the flexibility to have additional skill sets that your team may lack and also frees up time for your employees to focus on more important tasks that can drive revenue and growth.

4. Verify your provider has engineer nearby for on-site support when needed

Finding a provider who is local to your business is imperative to ensure that you have access to on-site support in minimal time. If your network crashes at 8:00AM and cannot be brought back online remotely, you don't want to wait hours, if not a full day, for an engineer to be onsite, causing hours of downtime and financial loss for your business.





5. Avoid providers who strictly bill by the hour

One of the biggest benefits of partnering with an MSP is that your IT spending is controlled and predictable. Providers who charge flat fees for defined services benefit themselves by doing work right the first time—and by preventing problems from happening in the first place.

6. Recognize that the up-front cost of managing your network should not be the only deciding factor in choosing your MSP

The financial benefits of reliable security, regulatory compliance, minimized downtime, and averting costly network disasters should lead you to carefully weigh all of the considerations listed here.

7. Find an MSP that can provide Data Backup & Disaster Recovery Services

Data Backup & Disaster Recovery is becoming a necessity for many businesses, especially those who are audited regularly. Your managed service provider should be able to provide local and cloud backup. This ensures your business and customer data is secure and readily available in a bootable format that allows you to failover in the event of downtime or data loss.

8. Avoid a provider who limits the amount of remote support your company receives

One key question to ask is whether the provider/plan institutes any kind of volume limit, whether per user or per day/week/month. You should be looking

for plans that incentivize the MSP to solve problems quickly and proactively. Providers who charge remote support by the hour are not incentivized to keep your systems running smoothly - the more issues you have, the more money you would pay in help desk support.

9. Strategic & future technology planning

Some managed service plans have options to provide strategic consulting or planning. Any good MSP should be willing to assist with IT budgeting and equipment

lifecycle management. In fact, they should also be willing to participate in your established IT steering process on a regular basis (attending or providing monthly/quarterly reviews & briefings).



10. Communication & ease of support

Find a provider who has an efficient support and communication plan. If a provider only has one way to contact them for support, you may want to keep looking. Phone, email and web portal are all good ways to submit a support request. In addition, make sure your provider has an emergency line that goes directly to the support team in case of an incident or immediate support needs - no one wants to be transferred multiple times while you're having issues with your device or network that's causing downtime for your team.

With a trusted MSP partner keeping things running smoothly behind the scenes, you can concentrate on building your organization's productivity, resilience, and bottom line. To learn more about how Powernet's managed services can deliver network peace of mind for you and your business, contact us or schedule a meeting.

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