ORION
NETWORK SOLUTIONS

BUYER'S GUIDE FOR MANAGED IT SERVICES

Key Elements to Review When Searching For an MSP

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To help with your search for an MSP, we've compiled a list of questions to ask when assessing your options.

☑ **Does the MSP run an IT helpdesk?** What's their issue response time? How long does it take to solve tickets? How many tickets does it solve on the first call?

☑ **Does the MSP have partnerships with third-party IT vendors?** Are these the same vendors your business relies on for its IT hardware, software, and services?

☑ **Does the MSP offer local on-site technical support?** How long does it take for your MSP to send someone to your location? What issues can its local offices support?

☑ **Does your MSP offer security protection services?** Does it have a solution for ransomware and other threats? Is your MSP internally secure?

☑ **Network/Data Monitoring** | Does the MSP provide 24/7 monitoring, configuration, management, and incident response services?

☑ **Does the MSP offer secure data centers for hosting your data?** Do these data centers benefit from failover? Do these data centers comply with your industry's regulations?

☑ **Flexible Terms** | Does the MSP offer short-term contracts or project-based services?

☑ **Certified IT Staff** | Does the MSP invest in it's staff to offer certifications and consistencies on customer delivery?

☑ **System/Infrastructure Compatibility** | Does the MSP know how to manage your applications, IT infrastructure, and other IT assets? Can the MSP's tools work in your IT environment?

☑ **Does the MSP monitor and report on up-time, ticket-resolution rates, and issue response times?** Does the MSP also provide reporting so that you can measure its performance?