IT Partner Selection Checklist

At Dataprise, we know how difficult it can be to compare different solutions from other IT providers. Based on our over two decades of experience in the IT industry, we have compiled the following checklist to help in your search.

	DATAPRISE*	POTENTIAL PARTNER
IT MANAGEMENT & HELP DESK		
ITIL-based framework for continuous improvement	Yes	
U.S.-based service desk	Yes	
24x7x365 availability	Included	
Unlimited access via phone, email, chat, web portal, and mobile app	Included	
24x7 proactive network monitoring & automated systems management	Included	
Unlimited onsite resolution	Included	
Average years of tenure with company support team	3.7 years	
STRATEGIC CONSULTING		
Unlimited Access to Expert IT Advice	Included	
Dedicated program management	Included	
Average years of experience for program managers	10 years	
Customized reporting	Included	
Program analytics	Available	
Trend reporting and analysis	Included	
Unlimited Installs, Moves, Adds, Changes, and Deletes (IMACD)	Available	
Dedicated vCIO	Available	
PROJECT MANAGEMENT		
Dedicated project management team	Yes	
Dedicated project delivery team	Yes	
ITIL- and PMP-certified project team	Yes	
PMI project management methodology (e.g., risk and change management)	Yes	
Average years of experience of project team members	5 years	

	DATAPRISE*	POTENTIAL PARTNER
INFORMATION SECURITY		
Managed anti-spam	Included	
Managed anti-virus & anti-malware	Included	
Advanced 24x7x365 real-time security monitoring	Available	
End-user security awareness training	Available	
CLOUD TOOLS AND MANAGEMENT		
Fully managed remote backup	Included	
Microsoft Office 365 end-to-end support	Included	
Disaster Recovery-as-a-Service (DRaaS)	Available	
COMPANY		
Accredited	Yes; SSAE 16 & MSPAlliance	
Years in business	25 years	
Consecutive years of growth	25 years	
Years providing services	25 years	
No. of certified staff and subject matter experts	300+	
Employee Drug Testing	Yes	
Annual Criminal Background Checks	Yes	
CONTRACTS		
Ability to scale up and down as your business grows and shrinks	Yes	
Fee structure	Solution Dependent	

*This data is only relevant for Dataprise *Support*365® Managed Services Plans.

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