

Questions to Ask Your Current MSP

Your MSP

Dataprise



Has the IT provider and their processes been independently audited?
An independent audit examines a range of business aspects including policies and procedures, data privacy/security, service level agreements, reporting, billing, and overall financial stability.



Are their service level agreements (SLA) based both on their experience and industry standards?



Is their service desk based in the U.S., staffed by well-spoken professionals, and available 24x7?



Does the average tenure of their network engineers exceed the industry average of 1.5 years?



Do they provide a depth and variety of industry certifications with the proven experience to back them up?



Do they offer fixed, dependable, and transparent service costs each month?



Are they utilizing industry-recognized best practices and proven methodologies? For example, Information Technology Infrastructure Library (ITIL) is the technology industry's leading service framework.



Do they provide proactive thought-leadership, as opposed to simply break-fix support, to ensure your business is forward-leaning?



Do they deliver well-written network documentation that is readily available?