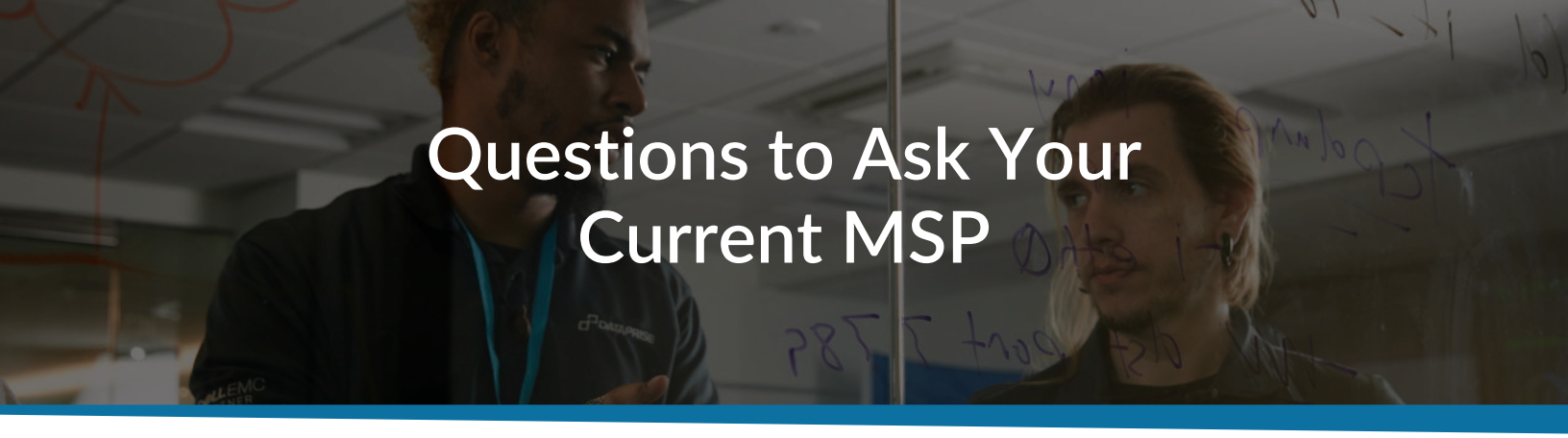


Questions to Ask Your Current MSP

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?

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