

Top Questions to Ask a Managed IT Service Provider

Instructions: Use this resource to take notes during interviews with prospective managed IT service providers.

Company Name:

Top 6 Questions to Ask a Managed IT Service Provider

1. What certifications and/or audits have you undergone?
2. What do your Service-Level Agreements (SLAs) look like?
3. Where is your help desk based and what are their hours?
4. Do you offer both remote and on-site support?
5. What vendor relationships do you have?
6. How do you handle backups and security?

Must-have Features

Use this checklist to determine whether the Managed IT Service Provider you're considering offers all of the tools and features your business requires.

Note: There may be features beyond this list that you require, so be sure to study it carefully and add any other services you need.

Must-Have Feature	Why It Matters	Is It Offered?
An SOC 2 audit and other relevant certifications	The gold standard for MSPs is an annual SOC 2 exam to ensure they adhere to strict privacy and security guidelines. In some industries, PCI, HIPAA, and/or GDPR compliance may be important too.	Y: [] N: []
A clear Service-Level Agreement (SLA)	An SLA outlines exactly what services your MSP will provide, ensuring that you and your MSP are clear on the scope of the project.	Y: [] N: []
A reliable helpdesk	MSPs often have multiple support tiers. Ideally, you should be able to get in touch with a live person 24/7, with a guaranteed response time.	Y: [] N: []
Strong vendor relationships	Your MSP should have relationships with key vendors and partners and be able to support a variety of hardware and software solutions.	Y: [] N: []
Remote monitoring and backups	Your MSP should take a proactive approach to maintenance, including remote monitoring and daily backups. They should also be able to discuss their disaster recovery plan.	Y: [] N: []
On-site support	While more and more IT tasks can be performed remotely, you might need on-site support on occasion. Make sure this is something your MSP is able to offer if necessary.	Y: [] N: []
Transparent reporting	Your MSP should be able to provide you with regular reports or meetings, or an admin portal so you can keep track of what they're doing and how much you're paying for it.	Y: [] N: []