

QUESTIONS TO HELP YOU EVALUATE A MANAGED IT PROVIDER

COMPANY BACKGROUND

- ☐ How large is your company?
- ☐ How long has your company been in business?
- ☐ What are your qualifications?
- ☐ Do you have client stories and reviews?
- ☐ What kinds of services do you specialize in?
- ☐ What are your company's values?
- ☐ Are there any reasons we *shouldn't* hire you?

PRICING

- ☐ What are the prices of your services?
- ☐ How much is your onboarding fee?
- ☐ Why are you charging those kinds of prices?
- ☐ Are there any other fees connected to this service?
- ☐ Will we save money with your services? How?

SERVICE

- ☐ How long does it take to complete projects?
- ☐ How long are onboarding and offboarding?
- ☐ What is your response time for critical issues?
- ☐ When can we expect onsite services?
- ☐ Do you provide reports for your service?
- ☐ What are the ways I can contact your support?
- ☐ What strategic IT advice can you offer for the future?
- ☐ Should I have all my services with you?

Remember, choosing the right MSP is integral for your business, and part of choosing an MSP is asking the right questions.