

EBOOK



12 THINGS TO CONSIDER

When Choosing a Managed
Service Provider



Whether you just opened your doors, your business is flourishing, or your company is well-established, as a business owner you have a lot on your hands. If you don't have an internal IT department to manage your technology, then chances are you could benefit a great deal from hiring a Managed Service Provider.

Similar to hiring an accountant to handle your taxes or a repair person to fix the air conditioning, outsourcing IT management can save you time, money, and a considerable amount of stress by eliminating the job of maintaining the network and devices you need to run your business.

Why Choose a Managed Service Provider?

Your company stands to gain a great deal from selecting the right Managed Service Provider. With your technology needs in the hands of experienced professionals, you'll have more time to focus on what you do best, while your company benefits from the following:

- **Increased efficiency**
- **Convenient access to knowledge, advice, and skills**
- **Improved service and business continuity**
- **Reduced technology-related risk**
- **Increased IT security infrastructure**
- **Improved regulatory compliance**
- **Increased adaptability to technological innovations**



With the right Managed Service Provider, you'll have more time to focus on what you do best – running your business.

However, selecting the best Managed Service Provider for your company can be complicated.

To ensure you choose the right one, consider the following 12 items before deciding which



1. Industry Experience

Most IT professionals will be excited to face a new challenge, but it's best for your business if your



2. Good References

Verify the company's industry experience and customer service skills by asking for a few references.



4. Billing Structure

The way a provider bills effects more than your accounts payable; it can also reveal the quality of their integrity. Avoid those that charge strictly by the hour, looking instead for providers who provide flat fees for certain services. For these Managed Service Providers, doing the job right the first time is mutually beneficial.



5. Service Contract Scope

Be sure they provide a contract and list of services that covers the entire scope of your company's needs, including computers, laptops, phones, tablets, payments systems, and even cloud computing. You don't want to get stuck in a contract with a company that can't handle the entire job.

A man in a white dress shirt and a blue and white plaid tie stands next to a laptop. The background features a large, stylized circular graphic composed of many thin, concentric white lines. The man is looking directly at the camera with a slight smile.

6. Agreeable Contract Terms

Don't get trapped in a contract that doesn't have flexible terms. Look for one that allows you to add or remove services, or curtail service altogether without too great a penalty.



7. House Calls

Depending on your needs and IT skill level, a Managed Service Provider that offers in-house service might be a real necessity.



8. Processes

A well-established Managed Service Provider will have established procedures for handling various tasks. Ask what the typical course of action is when troubleshooting a problem for a client.



9. On-Site Availability

Find out whether the company handles all aspects of their services in-house, or if they outsource.



10. Staff

If the Managed Service Provider doesn't outsource services, then ask about their staffing levels. You want the company you choose to have enough personnel to handle your business.



11. Response Times

A Managed Service Provider should be able to give you an upfront estimate of response times in any given situation. This will give you a good idea of the time it will take to fix problems that arise in the future.



12. Ability to Innovate

While you probably don't want your company to be the "guinea pig" that suffers from all the bugs in the latest technology, you also don't want to fall behind. Offering the latest services and adopting new technology early on will ultimately give your business an edge over the competition.

A Managed Service Provider who stays on top of the latest innovations, and offers the most advanced options in IT, will ensure your company remains contemporary, functional, and competitive.

Even though investing in a Managed Service Provider will add an operating expense to your business, the cost is minimal compared to the benefits.

With a Managed Service Provider your company stands to benefit from reduced expense and increased profitability from:

- **Increased efficiency**
- **Improved productivity**
- **Better operations**
- **Improved products and services**
- **The mitigation of costly, detrimental downtime and risks**



When you hire a Managed Service Provider to assist with your business needs, be sure you select the right one.

If you follow our 12 recommendations, you will.



Contact Pegas Technology Solutions for a complimentary assessment of your IT and cloud computing needs.

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