

# HOW TO FIND THE RIGHT IT PROVIDER

## FIND THE BEST MANAGED IT PROVIDER FOR YOUR BUSINESS

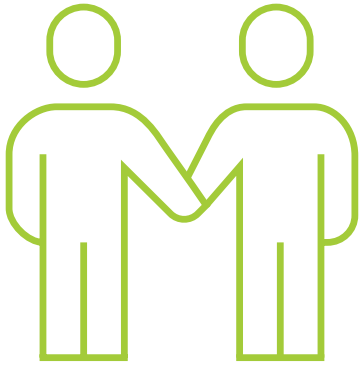
Outsourcing your IT or changing managed IT providers (MSP) is a substantial change. This checklist will help you organize the process of finding and evaluating the best managed IT provider for your company.

### STEPS TO FINDING AN MSP



#### TAKE THESE STEPS BEFORE AND DURING YOUR CONVERSATIONS WITH POTENTIAL MANAGED IT PROVIDERS:

- Set your goals.** Begin with the end in mind. You should communicate your organization's goals and mission to your prospective technology partner. This will help them understand what you hope to achieve.
- Know your budget.** At least have a ballpark figure in mind of how much you are currently spending on your IT support.
- Talk to your contacts.** Reach out to your network for referrals and insights.
- Conduct online research.** Look for client testimonials and other information online to find MSPs with experience in your industry.
- Interview more than one MSP.** Talk to a few different providers to find the one who best matches and understands your organization.
- Ask for client testimonials.** Ask the MSP to connect you with clients with whom you can speak directly.
- Ask for examples of client successes.** How and why are that MSP's clients better off because of working with them?
- Share your budget.** It may seem counterintuitive to share your company's IT budget with a prospective provider, but it helps the MSP work within it and align their proposals with your goals.
- Invite them to your office.** Hold your first meeting with the MSP at your office so they can get a thorough understanding of your current technology.
- Go to their offices.** The state of their office – messy, orderly, professional – likely reflects upon the importance and care with which they will treat your business' technology.



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EACH MANAGED IT PROVIDER IS DIFFERENT.  
HERE'S WHAT TO LOOK FOR:

## WHAT TO LOOK FOR IN AN MSP



### Technology is a tool, your MSP is a partner

- Find a managed IT provider who understands your organization, its direction and your goals
- Ask providers how technology can be a tool to help you accomplish your goals

### Strategy before tactics

- The provider you decide upon should act as a strategic partner and help you efficiently achieve your goals through your technology investments
- Find an MSP with knowledge of your industry
- Is the MSP proactive about taking care of your IT (instead of reactive)?

### Customer service

- Who do you contact with questions about your services and account?
- How quickly are critical issues resolved?
- Do they offer 24/7 support for critical issues?

### What do they offer for the price?

- The more exceptions to an IT managed services program, the more red flags
- Beware of getting stuck in a contract with a managed IT services provider who can't adequately support your organization
- Look for an MSP who believes in earning clients' trust each month.

**NEED HELP MOVING YOUR TECHNOLOGY?**

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