



Cloud1 Solutions

Critical Questions to Ask Your Potential Managed IT Service Partner

Overview

List of quick and easy questions for managed IT service assessment.

When your company's needs have outgrown your in-house IT support team's resources, outsourcing to a reliable Managed IT service partner could be a strong solution

Outsourcing can bring a variety of benefits such as reductions in cost, redirecting your IT team's skills to more profitable areas of the business, and increased customer satisfaction ratings.

Before signing a contract with the first provider you find in your search, it is important to assess that the managed IT service they provide is the right one for your business. Unclear Service-Level Agreements (SLA), slow response time, or industry incompatibility are all considerations that may cause your business to lose money and clients and contribute to customer dissatisfaction.

We have prepared a list of critical questions for you to ask your potential managed IT service partners to help you assess them.

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1) What are their credentials?

Companies that have been in business longer tend to have accumulated more experience, learned from and corrected their mistakes, and they have the testimonials to back this up. Look for managed IT service companies that have a good reputation within the industry, favorable ratings, and a list of clients whose endorsement you trust.

2) How do they operate?

It can be a good idea to visit their premises and gain insight into their daily operations. How do representatives handle customers? What is their average workload? A business that is hesitant to provide you with such information might not be a good fit.

3) What companies/industries make use of their services?

A reputable managed IT services company will offer a list of references. Take some time to assess whether the companies they work with are similar to yours in scope and size, as this can be a good indication that they would be the right partner for your business.

4) What will be included in the SLA?

Defining your expectations in a clear, quantifiable manner leads to a clear-cut contract with little room for dispute. This is your chance to explicitly state your business' needs and determine how you would like your Managed IT Services provider to respond at each level.

5) Is their service scalable?

As your company grows, the IT needs you might want to outsource may increase also. A managed IT services provider who can meet your evolving needs may stay with you as your business adapts, making them an efficient option to handle varying volumes of requests.

Conclusion

Getting the best managed IT service for your business will be a matter of clearly identifying what your company's needs are and assessing the potential partners against this framework. With logical questions that explore the overview and the details, you can swiftly find which helpdesk providers naturally gel with your industry and practices and which to avoid.

How we can help

A managed IT services partnership can be extremely beneficial for a business that needs to stay on top of their technology in order to foster business growth but is unable or not interested to maintain that technology with an in-house IT team. Cloud 1 Solutions provides industry leading support contracts and on-site assistance that make it feel like you have a complete internal IT team.

“Outstanding! Already there is a clear and profound difference over what they have received in the past. Thank you so much!”

-Leading Logistics Firm

