

www.SUPPORTCLUB.com Presents

A Basic Guide to Choosing an IT Service Provider for your Business

Understand What to look for and what to ask
potential IT & Managed Service Providers.



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What Exactly Are Managed IT Services?

Managed IT Services allow you to give the management tasks of all of your IT services and solutions to a managed service provider (an MSP). Your MSP assumes all the responsibility for 24-hour monitoring and maintenance of your IT system.



Is Using an MSP Really That Important?

Implementing Managed IT Services is instrumental to the success of small to mid-sized companies who do not have the resources to hire a team of IT experts and also keep them on-call 24/7.

Your Managed Service Provider becomes your outsourced IT department. It is a much more affordable way to obtain the level of comprehensive IT systems that larger businesses enjoy.

Additionally, this helps to make sure your company's technology and data is always accessible, reliable and secure.

So yes, a good MSP can help your company be better situated to compete against other businesses like yours. Sounds like it makes logical sense, right?

Except however, you still have to find the right MSP company for your business.

Which is Why We've written this Basic Guide!

What Should You Look For In A Managed IT Service Provider?



Managed IT Services allow you to give the management tasks of all of your IT services and solutions to a managed service provider (an MSP). Your MSP assumes all the responsibility for 24-hour monitoring and maintenance of your IT system.

Make sure that your IT Service Provider:

1. Responds quickly to your calls. Every company has different processes, and response times vary.

Ask them:

- How long is a typical response time?
- How quickly are problems typically resolved?
- Do you offer onsite support?

2. Is an Advisor and not just a repair service. Look for an MSP who has the ability to act as a consultant and craft customized solutions to meet your companies' unique needs. Your MSP should have the ability to explain everything they do in a plain language that you and your employees can understand, and how this will all benefit your business operations.



5. Help you budget for the services needed. A good MSP will offer services that you can predict, plan, and budget for. They should provide solutions that you can write off as operating expenses instead of capital ones. A good MSP should offer a customized package of only the services needed for a fixed monthly fee that you can count on.

6. Provides a highly secure IT environment free from worry about viruses, malware, and hackers stealing your sensitive data. They should use top technologies that block data infiltrations and destroy them before they enter your company's network. Additionally, they should also assist in maintaining IT security compliances for industry and government regulations.



7. Set up your business with Disaster Recovery Solutions consisting of both onsite and offsite backups to ensure you can always access your IT even during business closures due to a storm or other disaster.





8. Provides a proactive approach to ongoing support so you can be confident that your IT network will run properly. This way you can focus on growing your business rather than technology issues.

9. Offers a large portfolio of services and solutions you can choose from. For example, varied hosted cloud services, Voice over Internet Protocol (VoIP) business phones, mobile device management, wireless services, CRM services and more. Only an MSP with a variety of services can provide a customized IT solution that best fit your needs.

10. Your MSP should be invested in your success. A good MSP knows your business and goals. Ask an MSP about their client's success rates using the services they provide. An MSP that's has helped provide success for their customers would gladly be willing to share their client's stories and provide references.



Managed Services Help Your Bottom Line.



Whether it is improving efficiency by saving time, saving money on problems before they occur, or avoiding costly disasters and repairs, a managed services provider can bring great value to your business and improve your bottom line.

Finding a true partner to look out for your technology needs will help your business grow to the next level. When you hire a managed service provider to help your company, be sure you select the right one.

Finding the right partner can be a daunting task. Companies like industry leaders SupportClub.com can help alleviate the burden by offering a free consultation to help you determine your IT and MSP needs by contacting directly.

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