CORE NETWORK SOLUTIONS

Choosing a managed IT provider

Questions to ask, and what good answers sound like

A managed IT provider becomes part of how your organization works. Take this list to your conversations with providers and compare their answers side by side.

Service and response

- [ ] What are your response times by priority, and are they in the contract?
- [ ] How do our staff ask for help, and how do we track requests?
- [ ] What happens out of hours, and does it cost extra?
- [ ] Who will we actually deal with day to day?

Security

- [ ] How do you secure your own access to our systems?
- [ ] Is security monitoring and endpoint protection included?
- [ ] How are our backups protected and tested?
- [ ] What happens if there's a security incident?

Transparency

- [ ] What exactly does the monthly fee cover, and what's billed separately?
- [ ] Will we receive documentation of our systems, and keep it if we leave?
- [ ] How often will you review our IT with us, and what will the reports show?
- [ ] What are the contract length and notice period?

Fit

- [ ] Do you work with organizations of our size and sector?
- [ ] Can we speak to a current client?
- [ ] How do you handle the move from our current provider?

Next step

> Good providers answer plainly and put the important answers in writing. We're happy to answer every question on this list.