



TOP 3 THINGS TO ASK YOUR IT SERVICE PROVIDER



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Today's technology-driven environment requires businesses to transform their operations. Therefore, businesses of all sizes now depend on IT Support Providers or Managed Service Providers (MSP).

Not sure if you're collaborating with a genuine, top-class IT Service Provider? Here are the 3 top questions to ask before sealing the deal with your prospect partner:

1 How do you handle your client contracts?

Should they work as part of your team or as an external contractor?

Your IT Service provider should work as a part of your team to secure your long-term partnership. But much more than that, it should also play the role as a trusted technology advisor in guiding you with the best technology and thoroughly support your businesses with its objectives.



Your MSP should have a proven experience with multivendor industries. Partner with someone who provides information for any business changes, delivers updates and progress reports, and discusses strategies for the future.

Remember: your business' needs should be of utmost priority before anything else.

2 What is the difference between an IT support and IT maintenance?



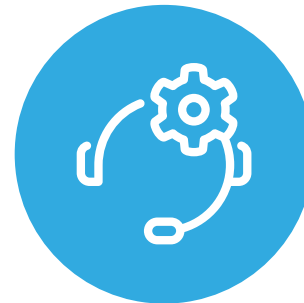
IT Maintenance

Proactive Support/The Prevention.

With an IT Support, your MSP will perform regular maintenance, management, and monitoring of your full IT infrastructure to mitigate the possibility of any issues and ensure business continuity.

Good preplanning that includes security susceptibility will reduce the risk of potential system crashes from occurring or security breaches.

VS



IT Support

Reactive Support/The Cure.

Reactive Support waits for a problem to occur then takes the appropriate actions to rectify the problem. These problems can at the time be caused by inadequate IT maintenance but sometimes be general problems that occur without warnings.

This also includes security breaches and malicious system penetrations.

Which do I need, Proactive or Reactive support?

Prevention isn't always better than the cure.

This always varies. Your MSP must know how to tailor a support plan that works best *specifically* for your business.

Some companies require very high maintenance with little support, others prefer an equal 50-50 maintenance verse support, yet some have significantly higher support requirements with low maintenance requirements.

Your IT Support Provider will need to assess the balance of both approaches for your business and always be on the lookout to improve it.

3 How much should I spend on managed services?

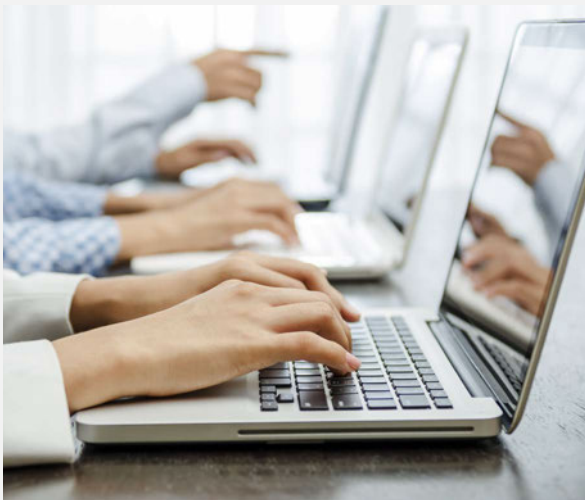
It's best to look at managed services like an insurance; a partnership with a MSP is a form of business continuity insurance. To understand its importance, ask yourself:

"How much would it cost if my business goes down for a full day?"

What would be the impact on your business? All issues and problems cause a degree of downtime. Minor ones can possibly only affect a single user, while other affect the whole organisation with major impact across the entire business.

How can I calculate my IT Support Billings?

The first step is to ask your MSP for a fixed price.



A lot of IT Services aim for a retail support model; they charge per staff or on an hourly rate.

Amateur IT providers fixing issues may take longer hours or require more staffs, depending on their skill sets. This can be misleading and expensive—urging you to pay for the extra staff/hours without any control over the situation.

Consider an IT Support Provider with a fixed, reasonable price regardless of how long the repairs would take or how many staff it would require. This would lessen the risk of being overcharged; as you pay not for your MSP's attempts but for their results.

It is understood that your IT service provider should have the skills beyond basic operating system maintenance and availability management. Only, asking these 3 key questions may help you determine the right partner suitable for your business.



But is an IT Service Provider suitable for you?

What kind of business can outsource their IT Management?

Businesses with either 2 or over 20,000 employees often outsource their IT Management.

These businesses experience the benefits of:

- ✓ The most advanced system and technology
- ✓ A state-of-the-art IT Management at the fraction of a price (compared to in-house IT)
- ✓ More time to focus on their business and not on the IT operations



The IT industry is constantly and rapidly changing.

With a good service provider, you can cut IT expenses and optimize your absolute security. Partner with a reliable MSP who is willing to meet your needs and invest in a long-term partnership.