

# CHECKLIST

## SELECTING YOUR MANAGED SERVICE PROVIDER

By diligently completing each step in this checklist, you can confidently navigate the process of selecting a managed services provider and ensure that you choose the right partner to support your organization's IT needs and drive business success.



### Assess Your Needs

- Evaluate internal resources and capabilities for IT management.
- Identify pain points and priorities within your IT environment.
- Consider questions related to maintenance capabilities, support allocation, impact of technology issues, preventative measures, and incident response efficiency.



### Explore Managed Service Solution Areas

- Assess the importance of reliable networking infrastructure.
- Understand the benefits of collaboration tools in enhancing teamwork and productivity.
- Explore the advantages of leveraging hybrid cloud environments.
- Assess the cybersecurity solutions an MSP can offer to round out your cyber defense and mitigate risk.



### Outline the Desired MSP Services

#### Core Service Offerings:

- 24x7 service desk with certified L2/L3 experts.
- Incident and problem management.
- ITSM platform integration.
- Change management.

#### Additional Support Solutions:

- Patch management.
- Automated health checks and reporting.
- Continuous remote monitoring.
- Performance reporting.

#### Specialized Areas:

- Managed data center, networking, and unified communications.
- Quarterly business reviews (QBRs).
- Strategic IT planning.



### Set Expectations from Your MSP

- Service Level Agreements (SLAs) aligned with your business needs.
- Proactive problem management to minimize downtime.
- Strategic focus and adherence to best practices.
- Customized service selection tailored to your organization.
- Support for technology transitions and upgrades.
- Commitment to ongoing reviews and improvements.



### Understand MSP Service Tiers

- Monitor.
- Escalate.
- Remediate.
- Predict.
- Choose the tier that best aligns with your organization's needs and priorities.



### Final Steps

- Select a managed services provider based on expertise, service offerings, reputation, and pricing.
- Ensure the chosen provider can scale with your organization's growth and adapt to changing technology trends.
- Review and negotiate contracts and terms of service to ensure alignment with your organization's goals and objectives.

Learn more about [ANM Managed Services](#).



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