

TOP 10

**FREQUENTLY ASKED
QUESTIONS
ABOUT**

**MANAGED
SERVICE
PROVIDERS**



Have questions about MSPs? This top ten of frequently asked questions can help you understand why so many turn to MSPs. You'll learn about:

1. What does MSP stand for?

MSP stands for managed service provider. Which is an outsourced Provider to support your software, networking, and hardware infrastructure. MSPs are inclusive to provide all-around support. This can include installing software, updating hardware, patching systems, and tracking security.

2. Who can use an MSP?

Managed service Providers typically is able to help small and medium-sized businesses of all kinds including non-profit organizations.

3. Why use managed services?

Outsourcing your IT gives you skilled help usually for at least half the cost of hiring your own internal IT without having to recruit or worry about training or retention.

When you work closely with an MSP they get to know you and your business processes and can create a more efficient time saving processes while creating savings while helping you stay competitive. Adding this enhanced expertise can help ensure your security and compliance, too.

4. What if we already have internal IT?

With the world of Business going more and more digital, your internal IT team can be hard-pressed to keep up. Working with an MSP gives your in-house experts the ability to offload particular tasks allowing them to focus on other business tech initiatives.

Keep internal employees happy by letting them hand off routine tasks to an MSP. Whatever your need, contract with an MSP on a project basis to alleviate in-house workload.

5. What's the difference between an MSP and the break-fix approach?

The break-fix model is just like it sounds waiting until its breaks and is a short-term approach. This method is focused only on what's gone wrong this time.

On the other hand, the MSP gets to know your setup and business needs. They take action to prevent your technology failing in the first place. In the event of a breakdown, they do get you back up and running, but they have the context to suggest fixes that fit your overall objectives.

You may think your network and technology have no issues. So, why spend valuable budget on an MSP? What you don't know could be costing you! Efficiencies or vulnerabilities could be lurking in disguise without you knowing it. MSP experts put in place preventative measures to make your network more robust and reliable.

6. What are some examples of managed IT?

Managed services can run the gamut to include responsibilities such as:

- Onsite & Remote Support in a break-fix situation.
- Efficiency on your entire IT infrastructure ie router, wifi, switches, etc.
- Server Monitoring and IT maintenance.
- Future Projects & Keeping up with Growth of the Business IT needs.
- increasing operational efficiency.
- Securing your systems,
- Backing up your Data, and planning for Disaster Recovery;
- Employee Tech Support
- Customized IT for YOUR Business
- Moving to the Cloud

7. Will you lose control of your IT with an MSP?

A Good MSP serves as Your IT Advocate in all aspects of Technology. Your MSP can add efficiency and secure systems. While freeing you and your employees to drive revenue & innovation to your company. Think of it instead as adding a partner to focus on time-consuming, complicated, and repetitive tasks. This frees your people up to drive innovation and generate revenue.

8. How are managed services priced?

This will depend on the MSP partner. The company could charge based on the services you use, by the hour for performing those services, by the number of users serviced, by the number of devices serviced, or some combination of all those. Typically, you agree to an annual service contract that you pay on a consistent, monthly basis.

Keep in mind that MSPs can save you money, too. One of the first things an MSP does is get an overview of your systems, software, and hardware. They can often lower your IT overhead by looking at all bills and subscriptions to right fit your plans. Plus, if there's a problem, you don't have to pay a premium for rush services (as you would with a break-fix shop).

9. How to know an MSP may not be for you

While anyone can benefit from working with an MSP, managed services aren't for everyone. For instance, if any of the following statements are true about you, you're less likely to want to work with an MSP:

- "I like to spend a lot of time learning about IT and not focus on my core business"
- "I will just wait until it breaks and deal with the consequences of being down"
- "I prefer to work with family or friends to secure my systems."
- "Employee moral doesn't concern me if things aren't running smoothly"
- "I don't mind using legacy systems & technology until I retire, because it works just fine for me."
- "I'm not worried about the security of my business as I trust all of my employees"

10. How to choose the MSP for you

Managed services can help any business seeking IT support. The right MSP can help with cloud migration, corral spending, manage critical storage, maintain systems, and more. They'll also keep you updated on changing technology trends and security challenges.

To select the MSP that best suits your needs, explore their understanding of your infrastructure. Also, look for someone who knows your industry. A local presence can prove useful as well.

Find out from business peers who they work with and would recommend. Ask for client references to learn about service commitment, cost certainty, and responsiveness. Even check their review to learn about other experiences.

We're here to help you achieve your goals with effective and efficient technology. If your intesteded in learning more give us a call or email to schedule an no obligation Onsite IT Evaluation.



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