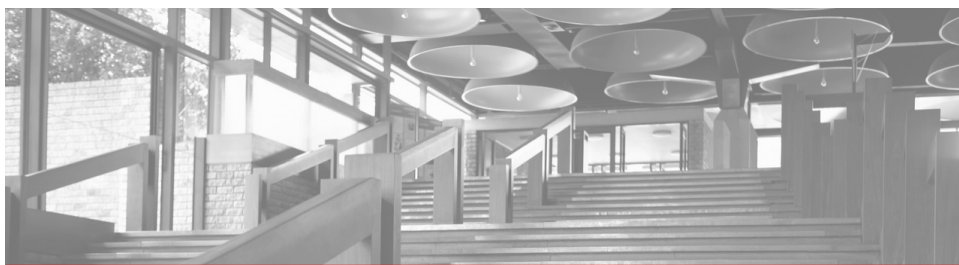


Using a managed services provider
can help businesses cut costs,
free up staff resources and
support revenue growth,
planning and performance.



Top 5 Things to Consider When Choosing a Managed Services Provider

Knowing what to look for in an MSP is critical for your business operations

Your business takes a lot to run. Having a strong IT structure in place is essential for everything to work in concert. But for many businesses, tending to the level of detail required to keep it all operating cohesively just isn't possible. Outsourcing any or all of your IT functions to a managed services provider (MSP) is a great way to ensure your technology is well maintained and secure while freeing up internal resources to focus on core business operations.



Whether you have an existing IT department that's looking to offload certain cumbersome or difficult IT functions, or you need a full-service IT department to manage it all, knowing what to look for in an MSP will mean the difference between a well-oiled IT department that supports business growth and one that is plagued with complexities, an inefficient use of resources and rising costs.

5 Considerations

1. Will the provider free up resources to focus on building your business?

The primary reason businesses turn to an MSP is to give valuable time back to employees who are spending their time acting as IT director at the expense of the role they were hired to perform. This generally results in a backlog of problems and projects, unhappy employees and the impediment of business productivity and growth. When choosing an MSP, be sure to choose one that will provide a dedicated team of experts that can meet your organization's specific needs to support business growth.

2. Does the provider have a process and standardized service delivery method?

A large portion of a business's IT problems and requests stem not from the technology itself, but rather from a lack of standard builds, fractured environments and the absence of repeatable processes. Before you select an MSP, be sure to understand what their processes look like for common tasks. Do they have a framework? Is it organized and repeatable? The answer to these often-overlooked questions can mean the difference between an MSP that will be a true strategic partner and one that will ultimately impede productivity.

**The global
managed services
market is
expected to reach
USD 417.1 billion
by 2024.**

Market Research Future, 2020



MSPs are ideal for companies that want to focus on growing their business and not on IT management.

3. Does the provider have extensive expertise across all the technical areas that are important to you?

Businesses often find themselves saddled with multiple vendors to handle different facets of their IT function, which adds complexity and cost to the overall process. When researching MSPs, look for one that can check as many boxes as possible (e.g. security, disaster recovery and infrastructure management). Instead of five or six MSPs, aim for two or three—with one that can oversee the entire process. That way, you still get some diversity without the headache of having to manage multiple vendors that trip over each other. With so many facets of IT to consider in today's evolving technology landscape, look for a vendor that can both manage your other vendors and integrate your most critical initiatives into a strategic roadmap for a stable infrastructure and happy employees.

4. Will you receive any measurables to ensure you're getting what you are paying for?

What gets measured gets done. When looking for a new MSP, keep in mind that the success of the relationship is strongly tied to how they are measured. Find out how they intend to measure and keep you apprised of their progress and performance based on metrics that are important to you. Consider establishing a regular meeting cadence to discuss ongoing performance. With this, not only will you stay in the loop, but you'll be better positioned to keep your projects on budget and on schedule while establishing a partner relationship that's based on collaboration and trust.

5. Is the provider the right fit?

An MSP that's right for one organization might not be right for another. It's not a one-size-fits-all approach, but rather one that considers a range of variables, including needs, resources, budget and expectations. For example, is the MSP large enough to offer the resources, knowledge and expertise in all the areas you need, but small and nimble enough to adapt to changing business trends? Business needs are constantly evolving, and businesses may need to scale up or down to accommodate those needs.

Why Focus?

When you decide it's time to outsource your IT, choose an MSP that will help you achieve your ultimate goals: improving operational efficiencies, reducing costs and supporting greater employee productivity. Focus Technology Managed Services offers advanced expertise across the IT landscape to help you improve operations, remove costly distractions and give the gift of time back to your staff.

For more information, contact us at 617.938.6200 or email: info@focustsi.com

