



You Request. We Respond.
IT Gets Done!

Managed IT Services Toronto Provider Evaluation Checklist

The following checklist can help you assess potential providers and evaluate their ability to ensure business continuity for your organization.

- Response Time Guarantees:** Your MSP should have guaranteed response times that ensure they reply quickly in the event of an incident.
- After-Hours Emergency Support:** 24/7/365 support is crucial, as natural disasters or security incidents can occur at any time of day or night.
- Cybersecurity and Compliance Alignment:** The provider should have a strong understanding of cybersecurity best practices and relevant compliance regulations for your business.
- Clear Pricing & SLA/Contracts:** Your MSP contracts or Service Level Agreements (SLAs) with transparent pricing, guarantees, and included services to ensure you know exactly what you are paying for.
- Industry-Specific Clientele:** Make sure the provider has worked with clients in your industry before, as this will give them a stronger understanding of relevant challenges and threats to your business.
- Proven Onboarding Process:** The best MSPs will have experience onboarding many different types of clients and a tested procedure to ensure a streamlined transition.
- Scalability:** You'll want to choose a provider that can easily scale their offerings to meet your business, whether you're expanding services or hiring more employees.