



You Request. We Respond.
IT Gets Done!

Questions To Ask Potential Managed IT Support Providers

Use the following checklist as a guide to help you vet potential managed IT service providers before entering a partnership.

- Response Time:** What is your guaranteed response time and average response time? *Rapid response is key to minimizing downtime.*
- Support Delivery:** Do you offer a hybrid model with both remote and onsite support? *Hybrid IT support is often valuable for Vancouver businesses with in-person and remote employees.*
- Cybersecurity Integration:** What do your cybersecurity services include, and how do you keep my business protected from threats? *Look for advanced security measures like EDR, MDR, and zero-trust architecture, along with plans for continuous threat monitoring.*
- Contract/SLA Structure:** Do you use flexible contracts that can be adjusted as my needs change? *Month-to-month contracts can help ensure adaptability during periods of expansion or decline for your business.*
- Team Structure:** What is your team structure like? Will I work with the same experts every time? *Prioritize providers with experienced teams familiar with your industry and relevant technologies.*
- Compliance Expertise:** Do you have experience with relevant compliance regulations for my business? *The best providers can help align your IT strategy and systems with regulatory standards.*
- Ongoing Research & Training:** How do you stay up to date in a changing technological landscape? *With technology rapidly changing, your MSP should continue to stay up to date with new threats and security controls to give your business the greatest protection possible.*
- References/Reviews/Case Studies:** Can you share proof of success from working with other clients? *Top managed service providers will be able to share social proof from successful client engagements.*