



# Questions to Help You Evaluate A Managed IT Provider

## Company Background

- How large is your company?
- How long has your company been in business?
- What are your qualifications?
- Do you have client stories and reviews?
- What kinds of services do you specialize in?
- What are your company's values?
- Are there any reasons we *shouldn't* hire you?

## Pricing

- What are the prices of your services?
- How much is your onboarding fee?
- Why are you charging those kinds of prices?
- Are there any other fees connected to this service?
- Will we save money with your services? How?

## Service

- How long does it take to complete projects?
- How long are onboarding and offboarding?
- What is your response time for critical issues?
- When can we expect onsite services?
- Do you provide reports for your service?
- What are the ways I can contact your support?
- What strategic IT advice can you offer for the future?
- Should I have all my services with you?

Remember, choosing the right MSP is integral for your business, and part of choosing an MSP is asking the right questions.