

8 SIGNS YOU NEED A NEW  
MANAGED SERVICE  
**PROVIDER**





*Managing your technology needs takes time and expertise your business can't spare. So, you outsource your technology and IT to a managed service provider (MSP), but you're beginning to wonder if it might be time to find a new IT partner.*

*Don't rely on a Magic 8-Ball for the answer ("cannot predict now" or "try again later"). The eight signs in this ebook are solid indicators your business would enjoy working with a new MSP.*



# Who Uses MSPs?

An MSP focuses on using well-tested and leading-edge technologies to stay on top of the latest cybersecurity threats. They oversee your technology needs and security systems, and watch for threats.

Small and medium-sized businesses commonly outsource IT to managed service providers (MSPs) when:

- They lack a dedicated IT department or staff
- Their IT team is overwhelmed
- IT problems are continuous
- Determining IT priorities is too demanding
- They want to work with an expert in IT processes
- They find benefit in streamlining IT service and data management



But the time may come when the current MSP isn't meeting all your business needs. Any of the signs discussed in this ebook could mean it's time to forge a new partnership.

## **#1 You've suffered a data breach or network intrusion.**

Bad things will happen to businesses of all sizes. That's a business reality. Your MSP should make you confident that it knows:

- what happened
- how it happened
- how to prevent it from happening again.

If it can't get to the root of the issue and reporting on the vulnerabilities, you could become a target all



over again. Work with an MSP that removes the guesswork and provides peace of mind that your systems are secure.

## **#2 You aren't a top priority.**

When something goes wrong with your technology you want answers fast. Does reaching out to your MSP mean long waits on hold? Do you leave a voicemail, send an email, and still deal with hours of downtime? You shouldn't have to.

If your MSP isn't responsive to your needs, find someone new to work with. Downtime is damaging to your business bottom line and brand reputation. An MSP that makes you wait for their attention isn't working diligently on your behalf.





### **#3 They Aren't Proactive**

You might worry also about the promptness of security patches and system upgrades. If your MSP experts aren't keeping your security current, you could be vulnerable.

The MSP should work to know your servers, email systems, computers, remote technology, software solutions, and more. They should understand your IT priorities, too. Then, the MSP can make the right decisions in advance to suit your needs and drive business efficiencies. They can make recommendations, too, instead of taking a wait-and-see approach. The goal is to avoid your business reeling in the wake of a damaging event.



## **#4 You're dealing with regular service outages.**

Your employees shouldn't have to be in regular contact with the MSP to resolve issues. Frequent problems suggest your IT partner isn't proactive or doesn't have the skills to meet your needs.

Unplanned outages and downtime should be avoided. The proactive MSP will try and prevent problems before they occur. If something does go wrong, when you call the MSP, they should already be aware of the issue and working to fix it.





## **#5 Your technology is behind the times.**

An MSP should help your business maintain a technological competitive advantage. Knowing your business technology needs, they can suggest the best tools. They can help streamline workflows and IT processes to prevent you lagging behind.

*“ Every twelve to eighteen months, computers double their capabilities, and so do the information technologies that use them.”*





## **#6 You have more IT than you need.**

At the same time, the MSP shouldn't be selling you on bigger, better technology solutions just to generate revenue. You don't want to be working with a partner that is not getting to know your specific needs. IT can't be a one-size-fits-all solution.

You want MSP recommendations that take into consideration your business's size and technology use, equipment, and needs.



## **#7 Your IT budget is inconsistent or too high.**

An MSP may have you on a pay-as-you-go contract. These help the MSP to earn more from your business the slower they go and the more problems you have. That's no incentive to be efficient in providing solutions.

At the same time, technology evolves, so costs will change. But with a flat-fee service, you can budget more easily for your IT needs. Hiring an MSP also means your business can reduce its operational costs, which frees up more funds for capital expenditure in other areas.





**“** *Managed services can cut IT costs by as much as 40 percent and double operational efficiency.*

## **#8 The MSP appears overwhelmed by your objectives.**

An MSP can support your IT department in particular areas or oversee all your technology.

Work with an MSP that can provide a clear plan for running your technology and systems. Ask them what their ideas are for meeting your IT demands now and in the future. Scalability will matter. A good MSP will have the experience to predict issues you may need to address down the road.



Also, you want to count on your MSP to find ways to help you:

- decrease maintenance
- cut replacement costs
- improve productivity
- drive profits

## **Conclusion**

The best MSP for you is more than a service provider. Look for a true business partner. Work with IT experts who share your mission and will ensure your technology is smart and secure.

Our experts will take your technology problem or future goals and find you the best solution. Call us today on 0115 8220200.



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