

Managed Service Provider (MSP) Checklist for SMBs

Enjoy the peace of mind that comes with knowing experts are watching over your technology — and your business.



WHAT'S INCLUDED?

YES

NO

Can the MSP provide you an advanced phone system?

Does the solution include both Wi-Fi and local wired networking?

Does the solution include data/file backup and storage?

Will the MSP manage the installation 24 x 7?

Does the solution allow you to dial into the network from home?

From airports, coffee shops, and other locations?

Does the solution include advanced firewall capabilities such as

Intrusion Protection System capabilities?

REPUTATION

YES

NO

Does the provider specialize in serving businesses?

Can the provider produce customer references?

Does the provider serve other companies in your neighborhood?

Your industry?



Keep your information technology (IT) costs predictable, avoid downtime — and disaster — and get performance than you can at office supply stores

COST

Is the cost of equipment bundled into the subscription?

Are routine equipment updates included with the subscription?

Are firewall capabilities/licenses included?

Are security patches applied at no extra cost?

Is there an added charge if the provider visits your site?

SECURITY

| | YES | NO |
|---|--------------------------|--------------------------|
| Are firewall rules automatically updated? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the service allow you to limit access to certain Internet sites? | <input type="checkbox"/> | <input type="checkbox"/> |
| Will you be able to restrict employee access to networked resources? | <input type="checkbox"/> | <input type="checkbox"/> |
| Will you be able to limit guests' use of your Wi-Fi? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the service include protection against ransomware? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is critical data backed up regularly? Automatically? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is your data stored offsite (in the cloud or at another location)? | <input type="checkbox"/> | <input type="checkbox"/> |

MANAGEMENT / SUPPORT

| | | |
|---|--------------------------|--------------------------|
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REMOTE ACCESS

YES

NO

Will you be able to log into your network from home and other locations?

Are remote connections secured with encryption?

We'll watch the network.
You mind the business.

