



# Best Practices

## for Selecting a Managed Service Provider



Technology is constantly evolving at a rapid pace. Enterprises are turning to Managed Service Providers (MSPs) for their Enterprise Resource Planning, Application Development, and IT Infrastructure Management needs. But how can enterprises select the right MSP to in-source onsite experts or outsource critical IT processes? How can they ensure that the MSP follows industry best practices?

### #1 Do they comply with industry standards and guidelines?



IT Managed Services are guided by comprehensive standards such as:



ISO (International Standards Organization) 9001:2008,



ISO 20000, and



ITIL (Information Technology Infrastructure Library).

By providing frameworks for evaluating and managing the IT needs of enterprises, these standards ensure that MSPs deliver quality service to their clients.

### #2 Are their facilities, systems, and infrastructure reliable?



Enterprise applications and the IT infrastructure that supports them need to perform optimally 24/7. Enterprises should select MSPs that focus on increasing the reliability of their service quality by:



Implementing Service Level Agreements (SLAs)



Enhancing interoperability of IT infrastructure



Standardizing procedures and processes



Optimizing data transfers and traffic delivery in their networks

### #3 Does it offer flexibility?



The MSP's facilities and infrastructure should be flexible enough to accommodate new technologies while maximizing the legacy systems of their clients. This will enable enterprises to transition to new technologies at their own pace. In addition, MSPs must be flexible with regards to:



delivery models (public or private cloud, onsite, nearshore, or hybrid),



capabilities (internet connectivity and bandwidth), and



customer preferences.

### #4 Does it provide cost advantages?



MSPs must not only deliver superior service, but also cost efficiencies to their clients. Aside from enabling their clients to avoid hiring expensive full-time IT professionals or building in-house departments, MSPs must perform periodic health checks of their clients' IT environment to reduce the costs of managing seldom used applications and adjust SLAs based on actual utility.



The **Nsight Advantage**

Nsight's Managed Services leverages both our near shore and insourcing resources to enable quality and timely delivery of IT needs such as Enterprise Resource Planning support, Application Development, and Infrastructure Support. Our unique hybrid delivery model enables our clients to reap the benefits arising from our:



State-of-the-art facilities and infrastructure



High bandwidth Internet connectivity with fast ramp-up capability



Stringent Network, Data, and Physical security policies and periodic audits



ISO 9001:2008 assessed delivery processes and robust Quality Management Processes



Best Practices followed in Service Delivery



Delivery oversight provided at no additional cost