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?

#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.

#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:

- supporting multiple delivery models (public or private cloud, onsite, nearshore, or hybrid),
- different capabilities (internet connectivity and bandwidth), and
- customer preferences.

The MSP’s facilities and infrastructure should be flexible enough to support multiple delivery models, capabilities, and customer preferences. This will enable enterprises to transition to new technologies at their own pace.

#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
- Implementing or enhancing physical and logical security measures

#1 Do they comply with industry standards and guidelines?
IT Managed Services are guided by comprehensive standards such as:

- ISO 20000
- 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.

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