

Best Practices for Selecting a Managed Service Provider (MSP)

Technology is constantly evolving at a rapid pace. Enterprises are turning to Managed Service Providers (MSPs) for their Enterprise Resource Planning (ERP), 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?

Questions covered below help you find the right Managed Service Provider.

1. Does it comply with industry standards and guidelines?



IT Managed Services must be guided by standards such as:

- ISO (International Standards Organization) 9001:2008
- 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.

2. Does it have reliable facilities, systems, and infrastructure?



A reliable MSP must have round-the-clock enterprise applications and IT infrastructure that supports them. 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. It 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)



Customer preferences

4. Does it provide cost advantages?



MSPs must deliver superior service and cost efficiencies to their clients. Clients can avoid hiring expensive full-time IT professionals or building in-house departments. MSPs must perform periodic health checks of their client's IT environment to reduce the costs of managing seldom-used applications and adjust SLAs based on actual utility.

Why is Nsight the right MSP?

Nsight's Managed Services leverages our nearshore and insourcing resources to enable quality, and timely delivery of IT needs such as Enterprise Resource Planning (ERP) Support, Application Development, and Infrastructure Support. We are a preferred MSP due to our unique hybrid delivery model, state-of-the-art infrastructure and facility, ISO 9001:2008 assessed delivery processes, robust Quality Management Processes (QMS), and foolproof network data and physical security practices.