iCorps®
TECHNOLOGIES

6 DO'S AND DON'TS

FOR CHOOSING THE RIGHT MANAGED SERVICE PROVIDER (MSP)

HOW MSPS
SAVE BUSINESSES MONEY

A high-value Managed Service Provider (MSP) can offer a wide range of expertise, when needed, to advance your business initiatives without significant staffing or technology expenses. **Investing in a long-term relationship** with such a provider brings substantial benefits and ensures that they grow alongside your business. However, finding the right MSP is not as straightforward as it seems. Opting for a provider solely based on low price might benefit your bottom line but could compromise the necessary IT expertise and resource scalability for long-term success.

Choosing a large, well-known MSP may seem like a safe choice, but it could put your business at risk if that vendor cannot customize its service offerings to **accommodate your unique process requirements.**

1 IDENTIFY YOUR IT GOALS UP FRONT

Identify your goals upfront so you can select an MSP that will deliver on them.

There is no doubt that bringing on an MSP offers **many advantages to business**. Communicating your specific goals for a service provider will help guide you in your selection process.

- Are you seeking to reduce IT costs?

- Do you need to compensate for IT staff shortages?

- Are you looking to improve quality assurance to satisfy stakeholders?

- Do you need to make IT more responsive to internal and external customers?

- Are you seeking to reduce risks associated with compliance?

2 DECIDE WHICH TYPE OF MSP IS BEST FOR YOUR BUSINESS

Prioritize flexibility, communication, and customization.

When selecting an MSP, consider your specific needs and the type of relationship **you want with the provider**. Offshore MSPs have their challenges, including limited communication and quality control issues. Prioritize flexibility, communication, and customization when making your choice.

Many large MSPs offer extensive expertise and resources for deploying enterprise-wide IT projects. However, their standardized approach may not align with your business needs, resulting in added costs and reduced flexibility.

Boutique MSPs offer a **wide range of expertise** with lower costs and more flexibility. With simplified communication and highly customized service, they can serve as an extension of your internal IT team. However, ensuring they have the expertise to meet your technology needs is important.

3 ASSESS WHERE AND HOW MUCH IT EXPERTISE IS REQUIRED

- **What are your short and long-term IT goals?**
- **Where can your internal staff benefit from support?**

Discover where you can benefit the most from external IT expertise when selecting an MSP. First, identify your short-term and long-term IT goals, and determine where you already have the necessary staff and expertise. Then, pinpoint the areas where you require additional expertise and match those requirements with the available service providers. Consider whether you need on-site IT experts or remote support and whether you need guidance on specific IT projects or simply lack the staff to carry out the work.

IT departments might be tempted to offload projects they don't want to handle or assign projects to a service provider without a proper strategy. A reputable MSP will suggest conducting a **comprehensive IT assessment** before starting any projects. Conducting an IT assessment before choosing a service provider will help ensure that you select a company with the expertise you need.

4 DON'T GET TOO HUNG UP ON ROI

MSPs that provide agile, flexible, and customized service delivery have the potential to deliver the highest value.

Business owners and CEOs often measure ROI in a traditional way to justify expenses and assess business success. The decision to engage with a managed service provider (MSP) should not be solely based on cost versus benefit, as this approach may lead to undervaluing the impact of an MSP on their business. **Overemphasizing ROI may result in choosing a service provider that does not fully meet the business's needs.**

Shifting the focus from just ROI to considering an MSP as a strategic, long-term investment can provide better overall value and lead to a streamlined and efficient IT infrastructure, which in turn supports a competitive advantage. Architecture and scalability, which are essential competitive business advantages, are often not factored into traditional ROI calculations due to their complexity. The cheapest service provider may not be the best fit for your needs. **Emphasizing the services provided, available expertise, and service delivery is crucial.** A reliable IT service provider can add significant bottom-line value to an organization in various ways.

5 DON'T ASSUME INDUSTRY EXPERTISE IS AN ADVANTAGE

Has the MSP managed projects as large and complex as the one you're deploying?

In industries such as financial services, legal, and healthcare, specific compliance issues may require niche IT expertise. However, in most cases, when dealing with IT infrastructure, it's more important to have the specific IT skills and staff that you are seeking. An IT service provider can claim to be an "expert" in your industry but lack the core service levels that you require for a competitive IT infrastructure. Instead of industry experience, focus on the size and complexity of projects managed.

Do they have experience in the types of technology you need to implement?

6 DON'T OVERLOOK COMPATIBILITY

Choose an MSP that aligns with your corporate culture, work ethic, and IT staff to drive successful business initiatives and foster collaboration.

Look for an MSP that shares a similar work ethic and aligns with your corporate culture. A service provider that **collaborates effectively with your internal IT staff** can play a key role in advancing initiatives to successful completion. Moreover, an MSP that is highly compatible may be more readily embraced as an extension of your internal resources by existing staff, and be perceived as less of a threat. The most suitable service provider for your business is the one that meets your needs in terms of expertise, personality, and work style.

ABOUT

iCorps®
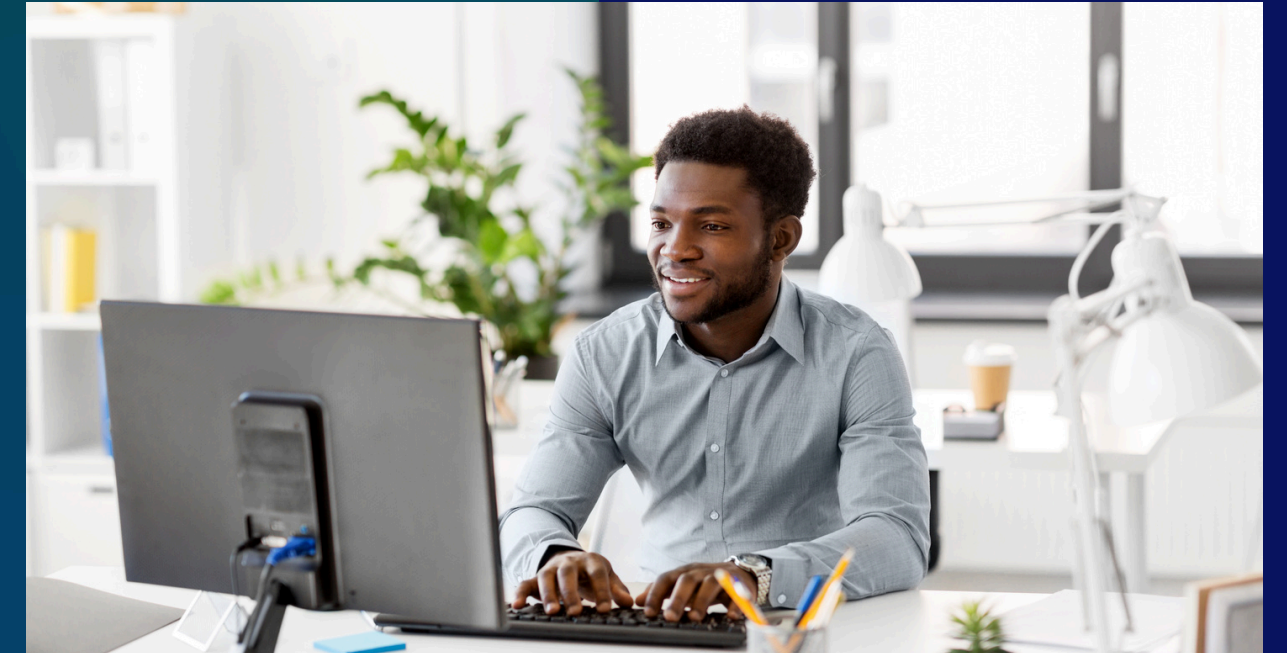
Committed to Your Success

We provide strategic guidance and support to help clients become more agile, cost-effective and competitive, using the latest technologies to meet their business objectives.

Powered by Our People

Our full-service, proactive services offer long-term solutions based on partnership, aligned with your business goals. Benefit from our US-based team's decade-plus experience and direct access to dedicated staff—no automated menus, just real people, picking up the phone to help you.

Client & Partner Ecosystem

Our partnerships with industry leaders such as Microsoft, Sophos, Mimecast, Datto, Arctic Wolf, and SonicWALL have earned the trust of over half of our clientele, with partnerships extending beyond 12 years, and in some cases as early as 1994.

iCorps Technologies provides relationship-based technology services that cater to businesses of all sizes, with **security and compliance at the core of every solution.** With over 30 years of experience, we specialize in managed services, cybersecurity, and cloud-based solutions, designed for growth and success. We take a customized, white-glove partnership approach to delivering technology solutions **driven by people and relationships, not just hardware and software.**

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