



## Top 5 Questions to Ask Before Hiring Your Next Managed IT Services Provider

1. How mature is your business and what level of IT support does your business need?
2. How long has the IT provider been in business?
3. Does the IT service provider have a history of financial stability?
4. During the sales process, does the IT service provider communicate effectively and work to understand your unique business?
5. Before a managed services contract is signed, does the IT service provider perform an assessment of your business's IT environment?
6. Does the IT service provider hold scheduled business reviews once a contract is signed?
7. Does the IT service provider employ a break-fix or proactive approach in its services?
8. Is 24/7/365 remote support and system monitoring included in the IT service provider's service level agreement?
9. Does the IT service provider charge a flat, monthly fee, or does it bill by the hour?
10. Does the IT service provider have a pool of references that can attest to its service abilities?



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