

Assessment of Current Managed Service Provider (MSP) Performance

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Overview:

This assessment evaluates the effectiveness of your current MSP in supporting your business's IT infrastructure and strategic objectives. It is based on industry best practices for MSP performance, including proactive maintenance, security, communication, strategic alignment, and operational maturity.

Key Indicators of a Strong MSP:

1. **Proactive Maintenance:** Prevents issues before they arise rather than only responding to problems.
2. **Strong Security:** Implements multi-factor authentication and proactive threat protection.
3. **Clear Communication & Reporting:** Provides regular, transparent reports on performance, uptime, and ticket resolution.
4. **Strategic Alignment:** Understands business goals and customizes solutions accordingly.
5. **Mature Processes:** Relies on documented procedures and team coverage rather than a single overworked technician.

Warning Signs of a Poor MSP:

1. **Constant Reactivity:** Only addresses problems after they occur, resulting in high downtime.
2. **Slow Response Times:** Causes operational delays due to sluggish support.
3. **Unpredictable Billing:** Provides inconsistent, unclear invoices.
4. **Security Gaps:** Lacks modern cybersecurity measures or fails to secure remote access.
5. **High Staff Turnover:** Frequent technician changes disrupt continuity and institutional knowledge.

Evaluation Methodology:

To accurately assess performance, review the following over the past three months:

- MSP reports on system performance, ticket resolution, and uptime.
- Actual response times compared to stated SLAs.
- Evidence of quarterly business reviews and strategic consultations.

Preliminary Assessment:

Based on the indicators above, your current MSP is currently:

- Performing well: Proactively maintaining systems, demonstrating strong security, clear reporting, strategic alignment, and mature processes.
- Underperforming: Reactive issue management, slow support, unclear billing, security gaps, and high staff turnover.

Recommendations:

- If performing well: Continue engagement, maintain quarterly reviews, and explore further optimization opportunities.
- If underperforming: Consider initiating a search for a more reliable MSP aligned with business goals, emphasizing proactive maintenance, security, and communication.

If it is determined your current MSP is underperforming it may be time to consider changing your MSP. 3DGtech can help with next steps in the evaluation process.