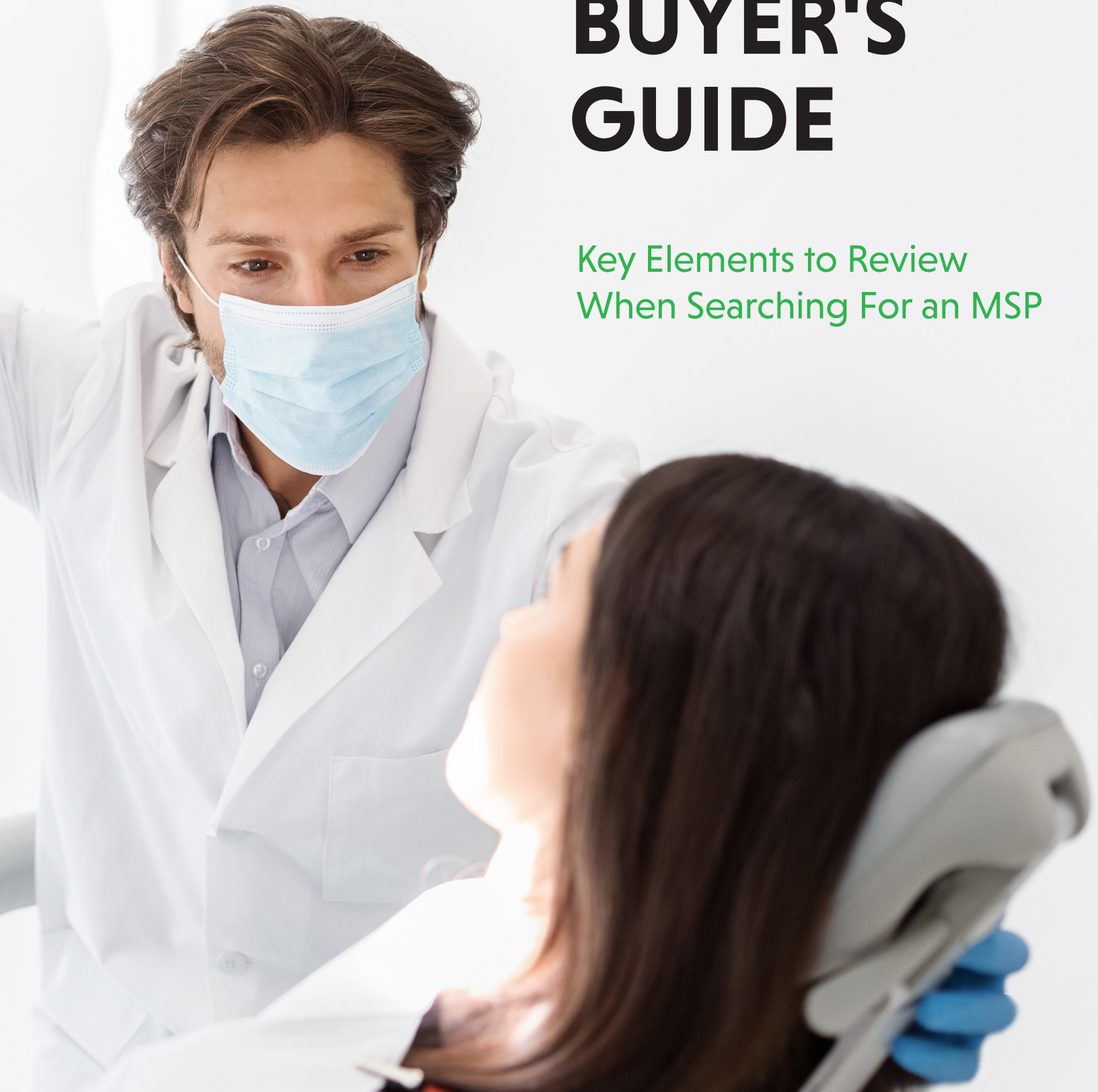# NOVA
COMPUTER SOLUTIONS

MANAGED IT SERVICES BUYER'S GUIDE

Key Elements to Review
When Searching For an MSP

MANAGED IT SERVICES BUYER'S GUIDE

When it comes to finding the right managed IT service provider (MSP), there are a lot of things to consider.

Not all MSPs offer the same services, and it's important to find one that specializes in the areas that your business needs help with. In addition, you'll want to make sure that the MSP's culture aligns with your business values, and that they offer the flexibility you need.

After evaluating which MSPs offer services that correspond with your business's needs and budget, you'll then need to choose one.

However, this process is more difficult than it seems because every MS has unique methods for managing their scope of managed services, technical support, and payment structures.

Several factors they might base billing on include:
- ▪ Flat Rate
- ▪ Compliance Needs
- ▪ Number of Devices
- ▪ Length of required service time
- ▪ Onsite visit requirements

You should always think about whether the company you are working with can help your business grow. Can they change what they do to help your business as it gets bigger?

MSPs can help take care of things like infrastructure and network improvements so that your business doesn't have any downtime and there's no denying that having a long-term partnership with an MSP can be really helpful for your business.

To help you make the best decision for your business, here is a checklist of questions to ask potential MSPs:

BUYING GUIDE CHECKLIST

✓ Does your current MSP focus on what your business focuses on?

It's important to find an MSP that offers the services your business needs, be it network and server management, cloud services, or cybersecurity. Ask for specific examples of how they have helped businesses in your industry with those services.

✓ Does your current MSP focus on what we focus on, the Oral Healthcare vertical?

Depending on your business, you may need round-the-clock support. Find out if the MSP offers 24/7 support and how quickly they can respond to an emergency situation.

✓ What does proactive service mean to you?

Most IT companies tend to think that proactive services means that they monitor your environment to know when something goes wrong. But. that's just faster reactive service, and does little to remove the obstacles that slow down your people from doing their work. To us, proactive service means constantly maintaining your existing systems to ensure nothing goes wrong in the first place.

Can you provide references from current or past clients?

As with any service provider, it's important to get references and hear about their experiences working with the MSP. 98% of our partner base is in one way shape or form, a dentist.

How often do you review and update your security measures?

Cybersecurity is a constantly evolving field, and it's important to find an MSP that stays updated on the latest threats and implements measures to protect clients. Ask about their process for reviewing and updating security measures.

What are your pay structure and contract terms?

As mentioned above, it's important to find out the MSP's pay structure and contract terms. Are they charging by the hour or a flat monthly rate? Is the contract for a set time period or month-to-month?

Do you offer any additional services, such as consulting or training?

In addition to their specialized services, find out if the MSP offers any additional services that may benefit your business. These could include consulting on IT strategy or training for your staff on using certain technology.

How do you handle data backup and disaster recovery?

Data loss and natural disasters can have a huge impact on a business, so it's important to find out how the MSP handles these situations. Ask about their process for backing up data and recovering from a disaster. Is your current solution HIPAA compliant?

Can you provide a detailed breakdown of the services and fees included in your contract?

It's important to have a clear understanding of the services and fees included in the contract, so ask for a detailed breakdown from the MSP.

(703) 499-8760 | info@novacomputersolutions.com

NOVA
COMPUTER SOLUTIONS

www.novacomputersolutions.com

NOVA Computer Solutions — Top-rated Dental IT services and computer networking support company.

Trusted IT Support provider for small to mid-size companies throughout Northern Virginia, Metro Washington DC and Maryland. NOVA Computer Solutions provides professional IT Support for businesses that want streamlined technology that supports their pro-growth agenda. We deliver reliable and professional computer networking services and solutions at prices that will work for your small businesses. By leveraging industry best practices and workflow procedures, we make sure that your IT systems run at full speed to undergird your daily workflow.

DIA
DENTAL INTEGRATORS
ASSOCIATION