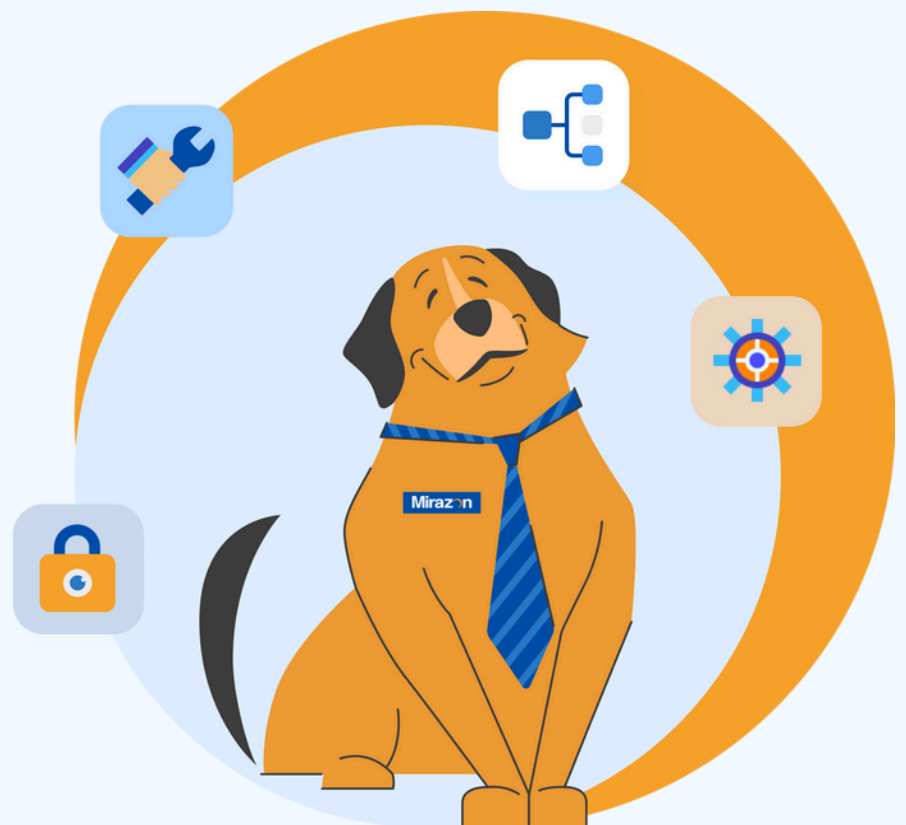


# Hiring A Managed Service Provider (MSP)?

KEY QUESTIONS TO ASK BEFORE YOU COMMIT



Picking the right MSP is a big deal—it's not just about tech support; it's about finding a true partner for your business. But with so many options out there, how do you know who actually delivers and who just talks a good game? The key is asking the right questions. This guide cuts through the fluff and gives you the must-ask questions to help you find an MSP that fits your needs, supports your goals, and won't leave you hanging when it matters most. Before you commit, make sure you're getting the real deal!

## Pricing & Structure

### What pricing models do you offer (fixed fee, tiered, or pay-as-you-go)?

Why ask this? It's important to know how much you'll actually be paying and whether it fits your budget. It's like buying a new car—you want to know the total cost upfront, not get hit with surprise add-ons later. Unfortunately, MSPs don't all write their pricing the same way; some may charge extra for onsite visits, after a certain threshold of labor time spent monthly, or after a ticket number limit.

### Are there additional costs or fees for services outside the standard agreement?

Why ask this? Savvy MSPs will want to make sure your technology is supportable and stable before entering into a contract with you to maintain it. That being said, they may have projects to add or replace equipment or software to bring you to their desired standard or require subscriptions to additional programs for added security, for example.

### How do you handle unexpected IT needs or emergencies?

Why ask this? Tech problems don't have a schedule. Knowing how an MSP deals with those unexpected issues gives you peace of mind when the unexpected inevitably happens.



# Onboarding Process

## What does your onboarding process look like for new clients?

Why ask this? Onboarding should be easy, not a drawn-out, painful process. A solid MSP will have a clear, efficient plan to get you up and running with minimal downtime. They should know pretty confidently how long it'll take, what they need to get it done, and what your role in the process should be.

## How will you integrate with our existing IT systems and staff?

Why ask this? You don't need an MSP that disrupts everything you've already built. A good MSP will integrate smoothly with what you've got in place without causing chaos. You should reasonably expect your MSP to set up meetings to kick off and then facilitate the onboarding process between you, your team, and their teams.

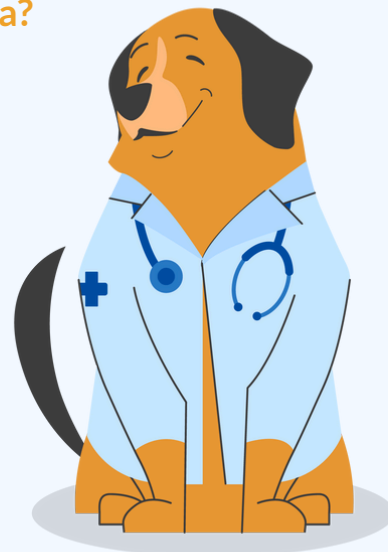
# Services Provided

## What exactly is included in your standard package?

Why ask this? You need to know what you're getting for your money. If your MSP can't give you a clear breakdown of their services, it's time to move on. They should also be clear about what they don't do.

## Do you offer any add-on services if we need something extra?

Why ask this? Your business may need specialized services down the line. It's great to know if your MSP can offer those and at what cost, so you're not scrambling to find another provider later.



# Compliance & Security

## Do you have experience with industry-specific compliance, like HIPAA, GDPR, NIST, etc.?

Why ask this? If you're in a regulated industry, you need to make sure your MSP can keep you compliant. This question helps you avoid future headaches and legal risks.

## Do you run regular security tests or vulnerability checks?

Why ask this? Threats evolve fast, and you want an MSP who's proactive about testing and updating their security measures to stay ahead of the game.

## What security measures do you have in place to protect client data?

Why ask this? Your MSP will have full access to your systems and your data. They can only protect you if they're also protecting themselves first.



# Industry Expertise

## Have you worked with businesses in our industry?

Why ask this? An MSP who's familiar with your industry can better understand your unique needs. Experience in your sector means they're better prepared to solve problems that others may not even anticipate. See if they can name industry-specific systems or tools.

## Can I talk to a few of your existing clients for references?

Why ask this? Real-world feedback is invaluable. Speaking to other clients gives you a clearer picture of what working with this MSP is really like.

# Technical Expertise

## What technology partners do you work with, and what does that mean for us?

Why ask this? The right partnerships with tech vendors can give you access to top-tier tools and resources. This question helps you see what kind of tech expertise the MSP can bring to the table.

## What certifications or qualifications do your technicians have?

Why ask this? Certifications matter. They show that the MSP's team is up-to-date with the latest technology and industry standards.

## How do you stay up-to-date with the latest IT trends and technologies?

Why ask this? Technology is always evolving. A good MSP will invest in continuous learning to keep their team sharp and ready for whatever new challenges come their way.



# Support & Communication

## How quickly do you respond to urgent IT issues?

Why ask this? Time is money. If something goes wrong, you need to know how fast they'll be able to step in and fix it.

## What hours is support available?

Why ask this? Are your working hours aligned with theirs? If not, can you make a plan for service requests that your team has when your MSP is unavailable?

## How do you communicate with us when issues arise? (e.g., ticketing systems, email, phone)?

Why ask this? Communication is the backbone of a successful MSP partnership. You want to know how they'll keep you updated and how easy it is to get in touch when something goes wrong.

## How do you regularly maintain communication with your clients?

Why ask this? Your MSP should have a framework for checking in, adjusting strategy, and making future plans with you.



# Culture & Values

## What is your company's approach to customer service and client relationships?

Why ask this? You want an MSP that treats you like more than just a paycheck. Ask this to understand whether they prioritize building long-term, supportive relationships with their clients, or if they view each engagement as a transaction. A good MSP should be invested in your success.

## What is your approach to work-life balance for your team, and how does that impact the way you work with clients?

Why ask this? It's important that your MSP takes care of their team, as a happy, well-supported team is more likely to be productive, engaged, and reliable. A company that fosters a healthy work-life balance is likely to have a stronger, more focused team that delivers better service.

## What are your core values, and how do you incorporate them into your work with clients?

Why ask this? This question gets to the heart of who they are. An MSP should have core values that align with yours—whether it's a commitment to transparency, a focus on innovation, or an emphasis on teamwork. A shared set of values will make your partnership smoother and ensure you're both working toward the same goals.

## How does your team stay motivated and engaged, and how does that affect the service you provide?

Why ask this? An MSP that invests in their team's motivation and growth will likely provide more dedicated and high-quality service. When they care about their employees' growth, it reflects in the attention they pay to your IT needs. This question helps you gauge whether they're just doing the job or actually passionate about helping you succeed.

## How do you handle challenges, and how do you ensure we're a part of the solution process?

Why ask this? Problems will inevitably arise, but it's all about how they're handled. You want to know how your MSP will approach problem-solving—whether they'll keep you in the loop and ensure you're part of the solution or if you'll be left in the dark. A collaborative approach makes the whole process smoother and less stressful.

Choosing the right Managed Service Provider (MSP) isn't just a task to cross off your to-do list—it's a game-changing move for your business. With the right MSP, your IT can go from being a stressor to a strategic advantage. And while asking the right questions helps you identify the perfect fit, that's only step one. Step two? Building a strong, collaborative partnership to unlock the full potential of managed IT services.

**Check Out Our  
Managed IT Services!**

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