

Jump Start Technology Managed Services Checklist



Evaluating your IT consulting firm-and even more specifically your managed service provider-is critical to your business's success. We've created this checklist to assist you in that evaluation and decision-making process.

10 THINGS YOU SHOULD KNOW ABOUT AN IT PROVIDER AND THEIR MANAGED SERVICES

SEE HOW THEY STACK UP TO JUMP START TECHNOLOGY

THE COMPETITION

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24/7 Monitoring. You don't work 24 hours a day, but your computer network needs to, and so do your IT monitoring systems. When choosing any managed services offering, you must make sure your systems are being protected and monitored 24 hours a day, 7 days a week, 365 days a year. Your business depends on it.



Fast Service and Response Time. Not only does your provider need to be available all the time, they need to respond quickly to your needs and problems. Make sure that your IT provider has a live person answering the phone and actually responds in a timely manner. Look for a guaranteed response time.



Annual IT Budget Planning. A good managed services provider will sit down with you and assist in your technology planning for the future. Look for an MSP that provides a Virtual CIO and quarterly business reviews. Make sure your managed services provider is forward-thinking and looks out for your interests - just as a CIO should.



Disaster Recovery Planning. If your business is hit with a weather disaster, malicious attack, or other outage, are you prepared? A good managed services provider will help you plan for the future, protect your data, and make sure your business can recover from a disruptive event.



Third-Party Vendor Partnerships. An advantage of using a managed services provider is that they handle technology vendors for you, saving you time tracking down multiple vendors for service and support. When evaluating a provider, look at who they partner with and make sure they have expertise on the tools you use.



Local On-Site Maintenance and Support. Make sure you choose a vendor that is available for onsite support. Using a local provider who offers a dedicated engineer to service your account is a huge benefit to making sure you have the best service.



Daily Backups and Cloud Services. Using a managed services provider is a great way to ensure your data stays safe and secure. Make sure your provider provides automatic and consistent backups, backed up on a remote server for safety.



Security Testing and Monitoring. A good managed services firm will help protect your network from cyber-criminals and hackers. Make sure that your plan includes regular security testing and monitoring for attacks.



Help Desk Support. If your employees are fighting with technology, they can't get their jobs done. Make sure your IT managed services provider is available to provide fast answers to technology questions and use remote access to resolve issues quickly.



Proactive Maintenance. At a busy, growing organization, often the temptation is to only fix technology when it is not working. A managed services partner will make sure you are pro-actively running the updates you need now to avoid problems later.



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A message from our President- Thank you for taking the time to learn more about Jump Start Technology. As a process-driven managed services provider we believe that you should know what makes us different right up front-while you are researching your options. So we have put it in writing. A lot of providers claim to offer a true all-inclusive managed service until you look a little deeper. Your technology is the backbone of your business, so don't trust it to just anyone.

RON DEANGELIS

Ron DeAngelis President/CEO



HAVE QUESTIONS? WANT TO LEARN MORE?

CONTACT US TODAY FOR YOUR FREE CONSULTATION

Give us a call

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Visit us online

www.jumpstarttech.com