Checklist: Assess the Soft Skills of a Potential IT Managed Services Partner

Expertise Matters; But So Do Personality and Cultural Fit

There's much more to hiring a managed services provider than the bottom line. In addition to the technical expertise and service level agreements, you should consider soft skills as well. After all, a good MSP is not just a provider but a partner invested in your success.

Approach hiring MSPs as you would hiring employees—for technical skills **and** cultural fit. Use this checklist to evaluate whether a potential MSP is a good fit for your organization.

1. Does the MSP return phone calls and emails promptly?
2. Do they follow through on their action items to your satisfaction?
3. Ask to meet technicians. Will they be a good fit within your organization? For instance, some industries, like the legal industry, might have professionals who bill by the hour and thus might want to limit interactions with technicians. Others might prefer more hand-holding and want to develop a rapport with their technicians. Share any cultural nuances with the MSP, and ask how they will respond to those differences.
4. If you have your own IT staff, they'll likely want detailed information and technical details about how the MSP is handling things. If so, be sure the MSP shares that information collaboratively, rather than bristling at a request for details or being vague.
5. Consider whether the MSP explains technology to your preferred standards. Do you prefer technical details, or are you comfortable with general information as long as systems are working as expected?
6. Ask for customer references and inquire specifically about soft skills when you contact references.
7. Share your expectations regarding professionalism and ask the MSP how they plan to meet and exceed those expectations.w
8. Note how comfortable the MSP is in making recommendations on project priorities or issue resolution. Do they hesitate in offering a differing opinion, or do they explain solid reasons for the difference?

    - While many providers offer similar services, which one would you want to work with under the pressure of unexpected downtime or a cyberattack? Is there a provider whose personnel you find reassuringly easy to work with?

Benefits of Combining Your Network and Communications Technology Together with IT Voice

After you've done your research on hiring an IT managed services provider and identified which MSPs are under consideration, your decision comes down to more than a financial decision, where the rubber meets the road, or, like we like to say, where the peanut butter meets the jelly.

You've partnered with IT Voice for your communications. We will provide that same quality service, professionalism, and expertise for your IT needs.

IT Voice will guide you to the right service level and technology for your IT needs the same way we do for your voice communications. After all, we know your business and your technology needs. Putting your voice services together with your information technology just makes sense.

When systems don't work as expected, you don't have to guess whether it's an IT or communications issue. Just call us.

You have one vendor relationship and one invoice for all IT Voice services.

You don't have to start from scratch with a new vendor for IT. We're here for you.

Best of all, you can focus on growing your business and people and leave the technology—both information and voice—to us.

Contact us today to discuss your IT needs.