



# The Managed Service Provider Selection Worksheet

How To Choose The Best IT Firm For Your Business

Finding the right Managed Service Provider for your business is a big task. With many providers that appear to offer the same services, determining the best one for you isn't always easy. The truth is that while everyone may be talking about the same tools and solutions, there are a lot of differences when it comes to how each delivers service. If you're in the process of choosing a provider, use the following worksheet to help you determine whether or not your IT team lines up with your needs.

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### Your Current IT Support Team

YES

NO

Advanced  
Networks

Does your current IT provide a dedicated account and support team with techs and engineers who know your business?



Do they offer a client-assigned CIO who is dedicated to overseeing your IT plan?



Do you have regular, scheduled meetings with someone who understands your business?



Do they provide monthly health status of your network?



Are all their technicians certified and experienced in their field?



Do they invest in teaching your users the basics of simple IT troubleshooting?



Do they keep up with the latest technologies and innovations, and apply to your network?



Can they manage compliance requirements such as HIPAA, FINRA and SEC?



Do they track virus and intrusions in your network, are you shown these threats?



Are they well-known?



Do they protect your online presence, social media and websites?



Is your staff happy with the IT Support Turn Around Time?



Do they review or protect negative reviews on your online or company presence?



Do they go the extra mile when you need something in a hurry?



Is everything inclusive even when you have a simple quick request?



Can they build your network from the ground up, providing room for scalability?



Do they provide unlimited remote and on-site support?



Do they provide 24/7 emergency support?



Do they offer comprehensive backup and disaster recovery solutions?



Can they keep your network and data secure?



Do they show you reporting each month on the health of your network?



Do they offer complimentary workstation rebuilds?



Are all of the above included in one flat rate so you can keep costs predictable and avoid line items?



## Your Current Provider **Should ALWAYS Provide**

- A Proactive Approach
- Full Coverage
- Established Strategy and Process
- Skill and Experience
- Reputation
- Support to Your Entire Staff in a Positive and Friendly Way

## Your Current Provider **Should NEVER BE**

- The Script Reader
- The Lazy Boy
- The "We Don't Support That"
- The Time Staller
- The Wizard "Mr. Know It All"
- The "How We Handle Tech Support"

## WHY CHOOSE **ADVANCED NETWORKS**

With Advanced Networks, you not only get a company with the highest client satisfaction rates in the industry but a very friendly and knowledgeable staff. Our management team understands the emphasis on planning and budgeting with clear communication. And, with our 24x7 live support you'll get a dedicated account team who know you and your business. Our clients know they deserve and can expect these things

Whether your business needs full IT managed services to handle all of your technology, IT consulting to help you plan, project and budget, or just some support to keep your business running smoothly, we believe you should never have to wonder what's next when it comes to your technology needs.

Here at Advanced Networks, managing IT isn't just about resolving computer issues; it's about supporting your business plan, removing uncertainty and helping you reach your goals.

### **Advanced Networks**

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### **Notes**

