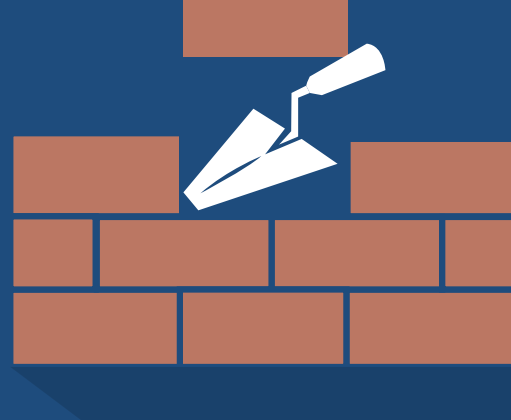


CHOOSING THE RIGHT MANAGED SERVICE PROVIDER

1 LAYING THE FOUNDATIONS FOR A SUCCESSFUL PARTNERSHIP.



▶ Take the time to establish a clear set of **OBJECTIVES**



▶ **ENGAGE** stakeholders from across the business



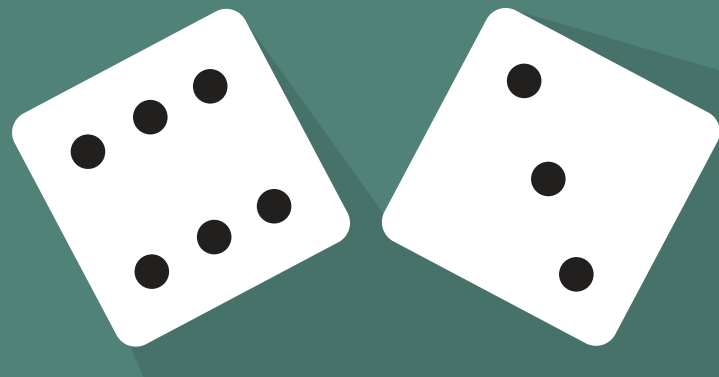
▶ Calculate possible savings and see where these can be spent on **ADDING VALUE** to the organisation



▶ Understand the **ON-BOARDING** process for new services

2 CHOOSING A MANAGED SERVICE PARTNER.

Not all managed service providers were created equal. To help decide which one is right for your organisation, you will need to know what good looks like.



YOUR CHOSEN PARTNER SHOULD...



▶ **UNDERSTAND** the challenges you face



▶ Offer a **RANGE** of solutions



▶ Have an **ESTABLISHED** reputation



▶ Be financially **STABLE**



▶ Have a **PROVEN** process



▶ Have a **HISTORY** of investment and innovation

3 GETTING TO KNOW YOUR SERVICE PROVIDER.



▶ **EXPLORE** the full range of services on offer



▶ What **VENDORS** do they support?



▶ What **CERTIFICATIONS** do they hold?



▶ Get to know their **SLA'S**



▶ Assess their physical and virtual **SECURITY**



▶ Do they support a **HYBRID** environment?



▶ What **REPORTS** and **ANALYSIS** do they offer?



3 ADOPT A STRATEGIC APPROACH



DO:

Remember, one-size does not fit all. Look for a tailored solution



Eliminate barriers to growth and transform your IT into an enabler



Take a long-term view of your IT and future-proof your investment



DON'T:

Treat IT as a utility, make sure it is aligned to your objectives



Simply swap like-for-like. Take the opportunity to upgrade your IT



Develop your strategy in isolation. Leverage your partners experience



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