TECHN22

Changing your Managed Service Provider (MSP)

Reasons why you should change your provider.

In today's business landscape, Information Technology (IT) is an essential part of operations, and having a reliable and competent IT provider is crucial to the smooth and efficient running of your business. However, there may come a time when your current IT provider is no longer meeting your needs or expectations.

The thought of changing provider might sound daunting, time-consuming, and possibly expensive. With so many things to be unravelled, it's understandable that you may feel overwhelmed.

However, rest assured that, while this may be true in a small number of cases, the majority of transfers are relatively straightforward – as simple as buying a new car and waving goodbye to the old owner as you drive off!

RESPONSIVENESS

If your current IT provider takes a long time to respond to your requests for support, it may be time to find a new provider. In today's fast-paced business environment, you need timely support to ensure minimal downtime and disruption to your operations.

EXPERTISE

IT is a complex and ever-evolving field, and you need a provider that has the expertise and knowledge to keep up with the latest trends and technologies. If your current provider lacks the necessary skills and expertise to meet your IT needs, it may be time to consider a switch.

SCALABILITY

As your business grows and evolves, your IT needs will change. If your current provider is unable to advance with you by providing scalable solutions, it may be time to consider a change.

SECURITY

Data security is a top priority for businesses of all sizes. Your IT provider should be proactive in identifying and mitigating security risks in your IT infrastructure. If not, it may be time to look for a new provider.

COMMUNICATION

Effective communication is essential for any successful business relationship. If your current IT provider is not communicating effectively, it may be time to look for a new provider.

What you need to check

CHECKLIST

Key to a successful integration is cross-party communication with agreed milestones.

This will help to reduce or even avoid any downtime.

To help you prepare, here is a checklist for all parties involved:

CONTRACT & NOTICE PERIOD

It's essential that you know your contractual position with your current IT provider. Most IT service contracts will run for a period of 3 years, after which they may fall into a rolling contract, usually either 1 month or 3 months.

There will still be an element of notice required to terminate the rolling contract, so make sure you are clear on what this period is. Ask your current IT provider to confirm in writing your obligations, once you have given notice and seek legal advice if you are unsure.

EMAIL

Have a list of all the mailboxes within your organisation, including active, inactive (where historic data may be required) and shared (mailboxes not assigned to any individual, but accessed by nominated people).

A report that shows the size of these mailboxes is important information for your new IT provider.

DNS (DOMAIN NAME SYSTEM)

This one is important. Think of DNS as the telephone directory of the internet. It connects human-readable content such as email and website addresses into IP (Internet Protocol). Every networked device in your organisation relies on this to be able to talk to the wider world.

DNS would normally be controlled by your MSP. Knowing who has this control will be useful information for your new MSP and will allow for a seamless change to your infrastructure.

APPLICATIONS

Knowing your application ecosystem is critical to a successful change. It may be the case that you are moving because your systems are underperforming because they are poorly configured for the software requirements.

Some MSPs will quote for the minimum requirements and, as such, will appear to be a good deal financially. The impact this will have on your business will become clear very quickly after you've signed that new deal.

A credible MSP will plan for the future, explaining the costs of infrastructure requirements.

Your existing MSP should be able to give you a detailed list of installed applications.

DISK & DATA SPACE REQUIREMENTS

Storage can become a burden for businesses if left unchecked, with little housekeeping performed. Different types of storage affect the price you pay and the performance of your infrastructure significantly.

Knowing what you currently use, who uses it and for what purpose can redefine your storage strategy. Your new MSP will be able to advise on the most cost-efficient way of managing your storage, where it is located, and how it is accessed.

Your current MSP will be able to tell you exactly what you have and where it's located.

SERVICES & PRODUCTS

It's important to understand why you are considering moving to a new MSP.

Identifying gaps in the services and products they provide may well have been one of your driving reasons for change.

Engaging with a new MSP is crucial for both sides, and the earlier in the decision-making process the better. You don't want to jump out of the pan and into the fire.

Ask your potential new MSP for references. If they are confident they can meet your requirements, and have a portfolio of existing happy clients you can freely speak to, you're on to a winner.

PLAN IT!

All parties should collaborate to plan the migration and note all the key milestones and responsibilites. This includes both your current and new MSP, as well as any wider stakeholders and you. Take notes and share them with all concerned to avoid any confusion.

Every business is different, but we would recommend at least 8 weeks from the first conversations to the go live date.

You will need to factor UAT (User Acceptance Testing) into the equation. This will involve your users testing the new platform for performance, access rights and overall stability before it goes live. Factor in a week for this to iron out any bugs.

CONCLUSION

Migrating may certainly sound daunting, but provided you have performed your research and engaged an MSP that fits your needs, the steps listed above should be straightforward. In fact your MSP will lead from the front and guide you through the process.

Your IT provider plays a critical role in your business operations.

If you are experiencing any of the above issues with your current IT provider, it may be time start exploring other options.

Techn22 offers flexible, scalable solutions to help you overcome all your IT concerns and give you the peace of mind, that your IT systems are safe, secure and working for you and your business.

TECHN22

WE'RE A CREATIVE, TECHNICAL & PASSIONATE MANAGED SERVICE PROVIDER WITH A DEMONSTRABLE ABILITY TO CREATE IT SOLUTIONS THAT FIT YOUR NEEDS.

Techn22 offers bespoke IT Support and iSolutions designed to support businesses in effectively deploying IT and cloud technologies that benefit end-users and enable them to achieve growth and overall strategic goals.

We are not just an MSP. We believe in building relationships, and being your IT partner, IT department and trusted IT advisor for the long term.

IT Support

Techn22 is an MSP offering bespoke IT and iSolutions designed to support businesses if effectively deploying IT & cloud technologies to enabling end-users to achieve their strategic goals.

Cyber Security

Cyber threat protection is an under valued business critical service. We can guide you through what's needed to ensure you stay safe and mitigate the risk to your business and people.

Virtual IT Director

Whether you need IT representation in the board room or a chat to scope a new technology project, our Virtual IT Director Service and help you achieve growth & scalability.

Managed IT Services

We are a bit different. Our Managed IT Services support YOU the way you want.

Scalable, flexible & affordable. Completely Agile

Hosted Desktop

Cyber threat protection is an under valued business critical service. We can guide you through what's needed to ensure you stay safe and mitigate the risk to your business and people.

Cloud Services

Cyber threat protection is an under valued business critical service. We can guide you through what's needed to ensure you stay safe and mitigate the risk to your business and people.

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Managed IT Services | Hosted Desktop | Cyber Security | Cloud Services | Telephony & Internet

Speak to us...

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