



**NEOLORE**  
NETWORKS INC.

# Fearless IT Partner Shopping

How to Make an Intensive Process a Little Less Daunting

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## Introduction

Within the next 5 years, the IT services market is expected to **surpass \$1 trillion**. That means you have a lot of options if you're looking for a managed services provider (MSP).

While this sounds great, it can make the shopping process pretty exhausting. Not to mention that not all MSPs are built alike. Like any other business, some will inevitably be better than others.

Picking the wrong partner is a good way to waste valuable time and resources on subpar services. Meanwhile, your competitors might be sailing smoothly, using top-notch tech, and facing fewer roadblocks to growth.

This risk might make the MSP shopping process sound intimidating. However, with the right knowledge, you can navigate this seemingly complex process with ease.

To help you separate the wheat from the chaff, we've put together this handy MSP buyer's guide for you.

## Why Consider NeoLore Networks?

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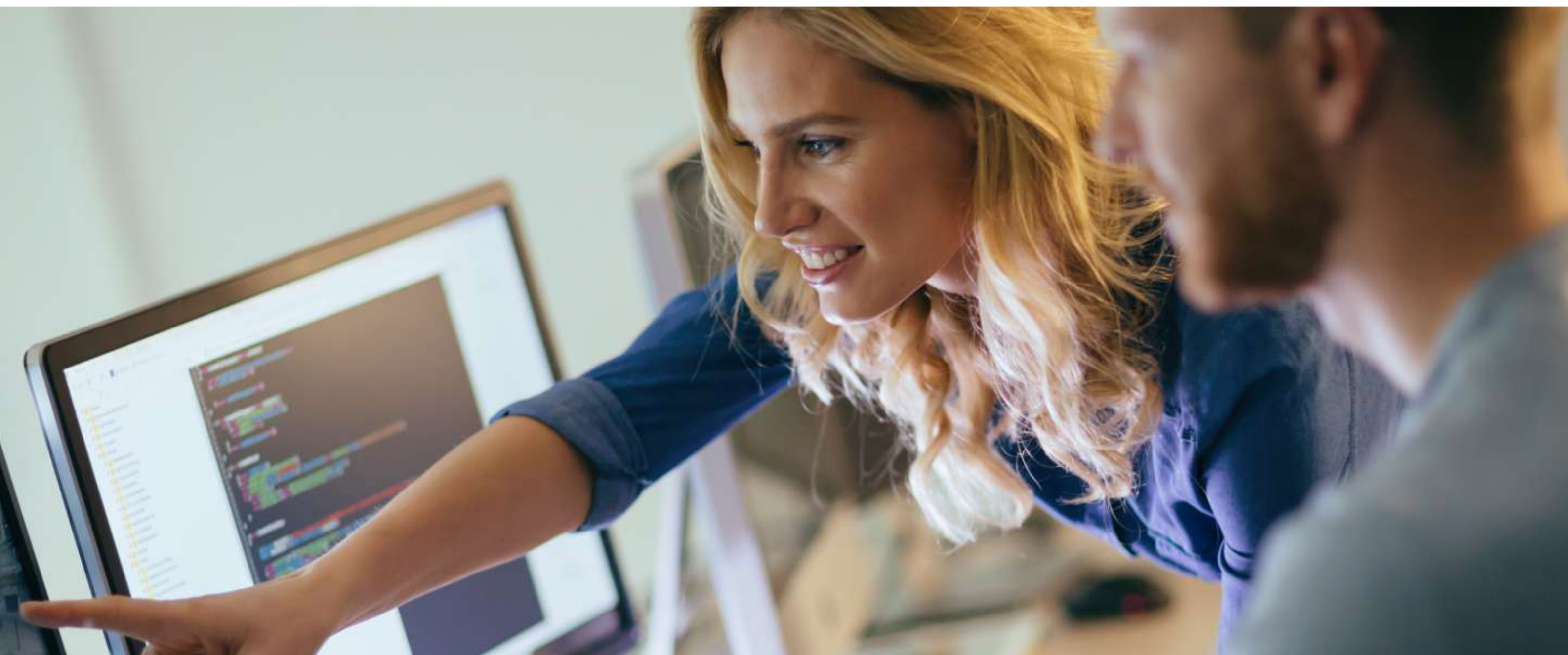
# 5 Questions to Narrow Down Your Options

Like we said, there's a lot of MSPs out there. There's no way you can give every single one a call. For that reason, your first step is to whittle it down to a simple shortlist. Before you contact anyone, consider the following 5 questions.

- **Question 1:** Do they offer a full suite of IT services?
- **Question 2:** Can they show you any real-life success stories, like testimonials or case studies?
- **Question 3:** Have they got the resources to help your business scale up when the time comes?
- **Question 4:** Do they have experience tackling IT issues that are unique to your industry?
- **Question 5:** Does their pricing fit within your budget?

These 5 questions are just the tip of the iceberg. They're a good starting point to help you figure out if an MSP is even worth your time.

There are plenty more in-depth questions that will help you gauge if a candidate can really meet your IT needs. Once you've narrowed down your options with the first 5 questions, you can ask those. Let's dive into what they should be about.



# 4 Factors to Help You Narrow It Down Even More

Once you've got your shortlist of potential partners, it's time to dig a little deeper. Here are 4 key areas to explore with each candidate to help you gauge their fit.

## 1. Services

Keep in mind that different MSPs have different specialties. So, you can't assume that any MSP will tick all your boxes. Zero in on what your business needs and seeks partners who can provide it.

Here's a quick list of services you might want to look for:

- Network services (like updates, patches, or round-the-clock monitoring)
- Cybersecurity
- Cloud services (everything from migration to maintenance)
- IT consulting
- vCIO services
- Strategic planning
- IT procurement
- IT support and helpdesk services
- Anything else that might be useful

You might not need it all right now, but think long-term. Today's "not necessary" might be tomorrow's "essential."

## 2. Experience

Seek a candidate who has a proven track record of success. Bonus points if they've worked with someone else in your industry before.

Ask for the nitty-gritty details of their past successes. How long do clients typically stick with them? Do they have good reviews? Any promises they make, like lightning-fast response times or 24/7 support?

### 3. Scalability

Inefficient tech that can't keep up with growing workloads or user numbers can put a serious damper on your business growth. Your MSP should be able to assure you that your tech will scale with your growth.

### 4. Cost

Top-tier IT services are great, but they've got to make cents (and sense) for your business.

IT service costs can vary based on your business size and the devices you use. So, your MSP should be upfront about their costs and give you clear quotes after they've had a good look at your current setup.

Ideally, your partner should offer a fixed monthly rate, so you're not left guessing about your IT spend. Remember to also take ROI into account, not just the initial price. If the long-term cost savings from ROI outweigh the initial cost of the partner, they're still a good bet.



# 10 Handy Questions For MSP Discovery Calls

Here's a handy checklist of questions you can use during your MSP discovery calls. Feel free to tweak it to suit your business needs as needed.

- ✔ Have you worked with businesses similar in size to ours? Do you hold any certifications or qualifications that could be helpful to our organization?

A:

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- ✔ Could you break down how your pricing model works?

A:

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- ✔ Apart from the initial price, are there any additional costs we should be aware of?

A:

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- ✔ Once we're on board, what level of service can we expect from you? Do you offer any guarantees?

A:

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- ✔ What's your average response time to support tickets?

A:

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- ✔ Is your IT support 24/7/365?

A:

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- ✔ How will you ensure the security and privacy of our data?

A:

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- ✔ Do you conduct regular reviews? If so, how often - weekly, monthly, or quarterly? What KPIs should we use to track progress?

A: \_\_\_\_\_

- ✔ Can you share any metrics that demonstrate your success with your current clients?

A: \_\_\_\_\_

- ✔ Can we easily adjust our services as our business needs evolve?

A: \_\_\_\_\_



# What Makes NeoLore Networks Different Than Others?

Now that you're feeling better prepared for the MSP shopping process, we have a suggestion for your first stop.


At NeoLore Networks, we pride ourselves on our fast service and resolution times. When you have an IT problem, we're on it, with tech engagement times of 5-15 minutes and resolution times of 15-25 minutes.

Plus, we're not just about fixing problems - we're about preventing them. Our proactive approach includes automated tracking and remediation of issues instantly caught.


So why wait? [Give us a call today](#) and experience the difference a dedicated IT partner can make.



**REACH OUT TODAY!**

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