

Five Best Practices When Working With a Managed Services Provider



When you work with managed services, experts handle the support that keeps your firm running—including labor-intensive departments such as the mailroom and document management, shipping and receiving, transportation and custodial services—freeing you and your staff to focus on your core mission. Here are five best practices any firm should follow when choosing a managed services provider (MSP).

1 Plan ahead. Know what you want.

Start with a clear picture of what you want from your MSP. What will a successful relationship look like? What are your goals in establishing that relationship? Be specific. Write things down and share them internally, to get buy-in from all decision makers.

2 Set goals and objectives.

Before you work with an MSP, sit down with the company's key personnel and talk. That's your chance to share the goals you have for the relationship. As a best practice, you should have that conversation at the very start of any agreement.

3 Ask for reports based on agreed-upon metrics.

Any managed services provider should quantify its progress in meeting your goals and objectives. You can and should expect regular reports on how your MSP is performing.

4 Establish a clear channel of communication.

Managed services teams should not only constantly report on the status of their work to their clients, they should always work to ensure that the services they offer meet or exceed expectations. You should accept nothing less.

5 Determine how to handle troubleshooting.

In any business, stuff happens. Your managed services provider should be prepared to quickly tell you when problems occur. To ensure everything runs smoothly, day in and day out, it's vital to establish responsibilities and points of contact. Make sure everyone knows who's in charge of what.

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