

Five questions to ask a Managed Services provider.



1 How will you make my organization more proactive?

When you're hiring for a partner to handle non-core services, the emphasis should be on "partner." Don't just ask how things will be handled; ask how the Managed Services team will help you improve.

2 What is your culture like?

Schedule a field trip to visit the provider's office. Ask to meet the staff. Get a sense of how their people approach their business, so you know how they'll approach yours.

3 Are you ready to grow?

Talk about scale. Ask the provider's personnel how they intend to grow with you. Give them a sense of where you intend to go from here and evaluate whether or not they can go there with you.

4 Will our business be your priority?

You never want to partner with a firm that doesn't have the staff to handle your needs. On the other hand, you don't want to work with people who are more interested in serving their large customers than they are in responding to you.

5 Have any references?

Ask for contact information from the provider's client list. Focus on the companies that are similar in size and workforce to yours. Then check out those references. Why? You know why.

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