7 Signs It's Time to Reevaluate Your MSP

Your managed service provider should reduce technology friction, not create it. Check the issues your organization experiences today.

- [ ] **01 Slow or inconsistent response times**

  IT requests linger, urgent issues escalate, or your team has to follow up repeatedly.

- [ ] **02 The same problems keep returning**

  Recurring outages, performance issues, or workarounds never get a lasting fix.

- [ ] **03 Support is reactive, not proactive**

  You hear from your provider when something breaks, but rarely about prevention or improvement.

- [ ] **04 Security leaves you with questions**

  You lack clear visibility into patching, backups, monitoring, incident readiness, or risk.

- [ ] **05 Costs are hard to predict**

  Unexpected charges or unclear scope make budgeting and planning difficult.

- [ ] **06 Strategic guidance is missing**

  Your provider handles tickets but offers little direction on modernization or business goals.

- [ ] **07 Your business has outgrown the relationship**

  New locations, users, compliance needs, or growth require capabilities you are not getting.

YOUR CHECKLIST

Count the boxes you checked, then use page two to plan your next steps.

What Your Next IT Partner Should Deliver

A provider change is a business decision. Use these questions to evaluate whether a new MSP can offer the support, security, and accountability you need.

Responsiveness

How are support requests prioritized, escalated, and communicated?

Proactive management

What monitoring, maintenance, and reporting are included?

Security and resilience

How are cybersecurity, backups, recovery, and risk addressed?

Transparent scope and pricing

What is included, what costs extra, and how are changes approved?

Strategic partnership

Who helps align IT priorities with business goals and growth?

A smoother switch starts with a plan

Before making a change, document your current services, contracts, systems, credentials, and critical business dependencies. Ask prospective providers how they handle discovery, transition planning, knowledge transfer, and continuity of support.

Ready for a more responsive IT partnership?

Talk with CCS about your challenges and next steps.

customonline.com/switching-managed-it-providers/