

Checklist

Evaluate Your Managed Services Provider

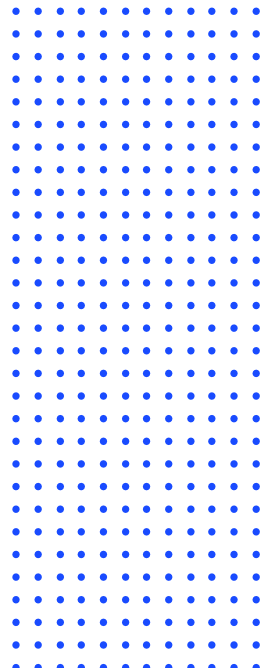
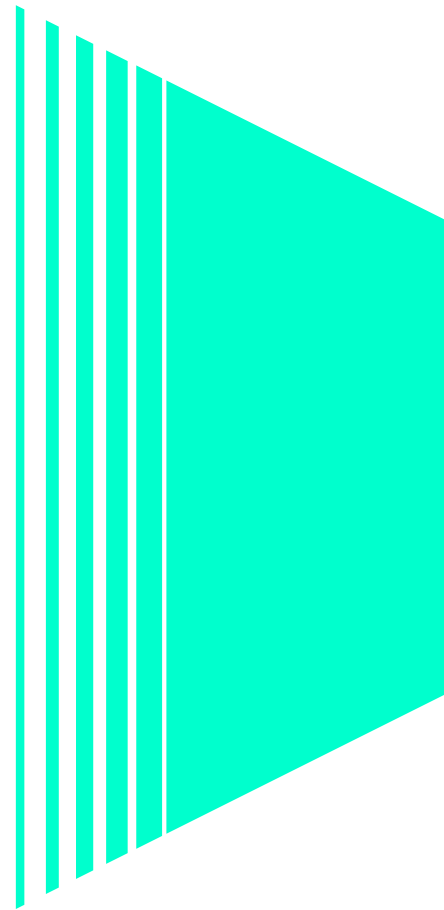
If your managed services provider (MSP) is focused solely on SLAs and toolsets, maybe it's time to reconsider your options.

Good MSPs enable you to focus on your core business while they expertly attend to your IT infrastructure and provide high levels of operational maturity. It's a proven, cost-effective way to manage your IT operations and deliver higher service levels to your organization.

But the right managed services provider delivers so much more. The right MSP is invested in your long-term success. They help you:

- Continuously plan, implement and manage your digital transformation using a consistent process.
- Achieve your business outcomes and maximize your technology investments.
- Adopt software and services and simplify renewals.
- Respond to new and changing business conditions.
- In other words, they're always there for you.

As you evaluate MSPs, use the checklist below. Make sure they deliver on promised SLAs and provide good toolsets. Make sure they put your long-term success over their short-term gains. Above all, make sure they've earned the right to be your trusted advisor.





| | Logicalis | Option 1 | Option 2 |
|---|-----------|----------|----------|
| The Experience | | | |
| Culture focused on continuous quality and improvement | ♦ | | |
| Global portfolio of standardized services | ♦ | | |
| Single office of execution for all delivered services | ♦ | | |
| Consulting services with business alignment expertise | ♦ | | |
| Security expertise aligned to all services | ♦ | | |
| Vendor management and escalation included with service | ♦ | | |
| Quality improvement team experience in ITIL, Six Sigma and Scrum | ♦ | | |
| Service performance intelligence to help monitor the quality of services | ♦ | | |
| Enterprise Quality Management and Monitoring | | | |
| Over 20 years of maturity, with a comprehensive, global portfolio of services | ♦ | | |
| Mature IT service management (ITSM) and automation | ♦ | | |
| Established ITSM processes for CMDB, Incident, Problem, Change, Knowledge, Request, Service Catalog and Continual Improvement | ♦ | | |
| Advanced processes for optimized incident resolution | ♦ | | |
| Correlated and automated communications between alarms and tickets | ♦ | | |
| Multi-layered security protocols | ♦ | | |
| Platform, professional, managed and service desk offerings with integrated communications | ♦ | | |
| Multi-tier support structure with escalation features | ♦ | | |
| Advanced architecture with technology-based framework | ♦ | | |
| Service Level Agreements (SLA) | | | |
| SLA focused on target resolution times | ♦ | | |
| Financial penalties for missing SLAs | ♦ | | |
| Automated SLA assignment based on device impact and alarm urgency | ♦ | | |
| The Platform | | | |
| Service platform that delivers global consistency of services | ♦ | | |
| Auto-detection of actionable alarms vs. analytics alarms | ♦ | | |
| Comprehensive monitoring systems across all technologies | ♦ | | |
| Redundant systems and architecture to ensure availability of platform | ♦ | | |
| Secure password management and device access | ♦ | | |
| Skilled resources to research, develop, test, patch, maintain, upgrade releases of monitoring and ITSM software and underlying infrastructure | ♦ | | |
| Enterprise service bus with pre-built APIs for customer ticket integration | ♦ | | |
| Automated service activation – device discovery and onboarding | ♦ | | |



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|--|-----------|----------|----------|
| Compliance | | | |
| HIPAA compliant | ♦ | | |
| PCI compliant | ♦ | | |
| SSAE16 SOC Type 2 | ♦ | | |
| Provision of GDPR compliant services and consultancy | ♦ | | |
| The Teams | | | |
| Dedicated service delivery teams | ♦ | | |
| Experienced IT resources and ITIL 4.0 certified engineers spanning data center platforms | ♦ | | |
| 24x7x365 service teams at a tiered level of support system | ♦ | | |
| Dedicated resources for enhancing services and developing new services | ♦ | | |
| Operation centers in US, the UK, Brazil, Argentina, Germany, China, Singapore and Australia | ♦ | | |
| Service desk for your end users | ♦ | | |
| Analytics | | | |
| Performance metrics, trend analysis and business intelligence of service management and monitoring | ♦ | | |
| Availability and performance synthetic transaction monitoring | ♦ | | |
| End Results | | | |
| Incident prevention with proactive monitoring | ♦ | | |
| Service consistency across technologies and locations | ♦ | | |
| High service and customer satisfaction levels | ♦ | | |
| Quicker delivery of ITIL maturity to your business | ♦ | | |
| Stable, predictable cost | ♦ | | |
| Inherited service management maturity | ♦ | | |

What we can do for your organization?

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 866 456 4422

Contact Logicalis today to find out how to put our experience and managed services maturity to work for you.