# MSP Partner Evaluation Checklist

Use this checklist to compare MSPs and make sure you're choosing a partner who aligns with your business needs—not just the lowest bidder.

## 📝 General Fit

☐ Experience supporting businesses of your size and industry  
☐ Offers a clear service catalog (not vague or all-over-the-place)  
☐ Willing to provide client references

## 🔒 Security & Support Capabilities

☐ Provides 24/7 monitoring and response  
☐ Includes layered security: firewalls, antivirus, DNS filtering, MFA  
☐ Has a proven process for handling incidents

## 📊 Reporting & Documentation

☐ Shares regular reports with metrics you can understand  
☐ Maintains detailed documentation of your IT environment  
☐ Reviews systems and risks with you quarterly

## 🧠 Strategic Alignment

☐ Helps plan and budget IT needs  
☐ Supports business goals with technology strategy  
☐ Doesn’t just fix problems—helps prevent them

## 🚩 Red Flags

☐ Unclear pricing or long-term lock-in contracts  
☐ No visibility into what’s being managed  
☐ Rarely communicates unless there’s a problem