

## DEFINING THE RIGHT PARTNER FOR MANAGED SERVICES

### SELECTION CHECKLIST



#### EXPERTISE

Should be an expert in various technologies as well as customer's needs.



#### CAPABILITY

The *real* delivery capabilities supported by strong methodologies and processes.



#### SECURITY

22% of Asian companies point security as the biggest concern\*.



#### END-TO-END SOLUTION

Customers don't need products or individual technologies. They require a complete solution that support their business strategies.



#### STRATEGIC PARTNER

Strong partnership is about building into the future, together to achieve the Win-Win situation.

	Expertise
	Capability
	Solutions
	Strategic Partner



#### CHECKLIST

- # numbers of engineers?
- # experience & capabilities to deliver exceptional service?
- # regular reviews on industry standards?



#### CHECKLIST

- # do they provide 24/7 support?
- # are they able to support regional & global customers?



#### CHECKLIST

- # do they have security certifications (ISO 27001, ISO20000, PCI-DSS, ITIL)?
- # do they have DR in place?



#### CHECKLIST

- # can MSP deliver end-to-end solution, from network up to application incl. connectivity, security, cloud and DC?
- # can they provide single SLA?



#### CHECKLIST

- # are you able to grow your business together?
- # can MSP fill your gaps & offer unique Value Proposition to your customers?
- # is the MSP reliable & recognised?

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\*Sources: IDG Connect White Paper 2018 "Asia Firms partner to capitalise on innovation IT services to future growth."

<https://ntt-survey.com/>

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