



MSP EVALUATION CHECKLIST



A benchmarking tool that you can use when evaluating and making your choice of an MSP

Evaluation Criteria

DEV IT MSP 1 MSP 2

Evaluation Criteria	DEV IT	MSP 1	MSP 2
Real time event/incident/issue monitoring and management	✓		
Manual filtering and verification by NOC engineers before escalation of incident alerts	✓		
Robust infrastructure to ensure uninterrupted operations	✓		
Performance analysis and consulting reports (Expert advice from certified engineers based on monthly server inspection, monitoring and audit reports)	✓		
Gap analysis and defining IT roadmaps	✓		
Measured SLA's (30 minute average response time and a 6 hour resolution time for all technical support incidents)	✓		
Complete technical assistance in building data backup and recovery plans, configuring and monitoring the same	✓		
Proactive and reactive approach to maintenance	✓		
Monitoring event logs (verification of events log files and permanently fixing issues)	✓		
CMMi Level 3 and ITIL based approach and processes	✓		
Security audit and vulnerability assessment reports	✓		
Flexible and scalable skilled resource pools deployment model	✓		
Service level reporting and visualization	✓		
Managed risk reduction services	✓		
Managed business continuity services	✓		
Core OS, core application and network management	✓		

Advanced application management	✓		
Demonstrated proficiency in service management frameworks	✓		
Bench of web development and application development resources	✓		
Consolidated service visibility and provide proactive insights	✓		
Ability to measure performance outcomes in real time	✓		
Round-the-clock skilled resource availability	✓		
Industry certified experienced resources	✓		
Demonstrated ability to perform service delivery to match all geographic distribution/presence of the organization	✓		
Vendor management and escalations	✓		
Runbook operationalization	✓		
Knowledge transfer and transition services at all levels	✓		
Demonstrated ability to share best practice outcomes	✓		
ITIL based Private Label HelpDesk	✓		
HelpDesk that allows custom branding under your corporate identity from admin area	✓		
HelpDesk that allows to configure SLA rules and escalations (internal and hierarchical) to match your organisation's needs	✓		
Performance based guarantees	✓		
Exit clauses / Pay as you go payment model	✓		
Dedicated account management teams	✓		
Financial stability of the organization	✓		
Proven industry excellence	✓		
Wide exposure with multi-domain knowledge for quick resolutions	✓		
Planning, designing, migrations, deployment, monitoring and management of IT infrastructure solutions all under one roof	✓		
Demonstrated experience in designing and deploying innovative as well as bespoke technology solutions	✓		
Interested in understanding and evaluating your unique business issues and tailor the solutions accordingly	✓		

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