

IT Provider Evaluation Checklist

Choosing an IT provider is not just about who answers tickets.

Use this checklist to compare providers with less guesswork and choose a partner that supports reliability, security, documentation and planning.

COMPARE PROVIDERS CLEARLY Use practical criteria instead of vague impressions or sales promises.	AVOID QUOTE-MACHINE PROPOSALS Look for discovery, documentation, risk review and business alignment.	CHOOSE FOR GROWTH Evaluate whether the provider can support your next stage, not just today's tickets.
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Before You Compare Providers, Define the Problem

Problem Definition Checklist

- Are tickets taking too long?
- Is the current provider reactive only?
- Are cybersecurity responsibilities unclear?
- Are projects delayed?
- Is Microsoft 365 messy?
- Are backups untested?
- Is billing unclear?
- Is documentation weak?
- Does leadership lack a technology roadmap?

Questions to Ask Every IT Provider

Provider Interview Questions

- How do you onboard a new client?
- How do you document our environment?
- How do you handle urgent vs non-urgent tickets?
- What cybersecurity tools are included?
- How do you manage Microsoft 365?
- How do you verify backups?
- How do you handle employee onboarding and offboarding?
- How do you report issues to leadership?
- How do you plan projects and hardware replacement?
- What is excluded from monthly support?

What a Strong MSP Proposal Should Include

Proposal Elements

- Clear scope.
- Device, user and mailbox counts.
- Onboarding plan.
- Security baseline.
- Backup responsibilities.
- Tools included.
- Support process.
- Escalation process.
- Project exclusions.
- Agreement terms.
- Roadmap or review cadence.

Red Flags When Evaluating an IT Provider

Warning Signs

- They quote before discovery.
- They avoid cybersecurity details.
- They cannot explain onboarding.
- They do not review backups.
- They do not discuss Microsoft 365 cleanup.
- They are vague about response times.
- They cannot describe documentation habits.
- They push long contracts too early.
- They do not ask business-impact questions.
- They sound generic.

The Best IT Provider Should Make the Business Easier to Run

Business Outcome

The right IT provider should reduce noise, not create more of it. Business owners should have clearer visibility, fewer recurring issues, better security posture and a practical plan for the next 12 months.

Provider Scorecard

Discovery quality		
Support process		
Cybersecurity coverage		
Microsoft 365 management		
Backup and recovery		
Documentation		
Vendor management		
Reporting and roadmap		
Industry fit		
Communication style		

Agreement clarity		
Local support capacity		

NEXT STEP

Need help turning this checklist into action? Schedule a Technology Gap Review with Nevada IT Support.

Schedule a Technology Review at itsupportnv.com/technology-gap-review/