

Top 5 Tips for Choosing an Effective Managed Service Plan

You have invested in your IT infrastructure and rely on its performance, security and reliability. The managed service plan you choose should not only ensure you have a qualified team ready to service your most critical assets, but also provide real time data that ensures it is being done on time and when needed. Below are the top 5 tips any organization should consider when choosing a managed service plan.

1 Choose a managed service plan that ensures a rapid response time.

Choosing a managed service plan that ensures a rapid response time eliminates downtime that can be costly to your organization.

2 Choose a managed service plan that proactively alerts you to potential problems before they occur.

It seems that problems always find a way of surfacing at the most inopportune times. Choose a managed service provider that protects your organization from crashes and glitches before they occur.

3 Choose a managed service plan that eliminates “Geek Speak”.

You don’t need a technician talking over your head when you are dealing with a technical issue that you need resolved immediately. Choose a managed service provider that communicates effectively and ensures that you understand the issue and what steps need to be taken to resolve it.

4 Choose a managed service plan that provides excellent customer service.

Cracks in the communication chain, no follow-up calls, not responding to emails is unacceptable. Choose a managed service provider that values you as a customer and responds as quickly as possible.

5 Choose a managed service plan that eliminates unexpected invoices.

Nothing is worse then receiving an invoice that is more expensive then what you had anticipated. Choose a managed service provider that offers fixed costs that don’t vary from month to month.

Dymaxion is currently offering a Complementary Managed Service Assessment. This Free assessment will provide your organization with insight into your server such as:

Do you have enough disk space? (storage)
Why does your server seem to be slow?
Is your server coping with its tasks?

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