



MSP Health Check

Value Distinction

In our hyper-connected and agility-driven world, organisations are becoming increasingly frustrated with the lack of flexibility and ineffective delivery of costly services by their Managed Service Providers. Our MSP Health Check service provides a detailed understanding of your current position and the insights and mechanisms to remedy adverse findings in a cost-effective and efficient manner.

If any of the issues listed below are familiar to you then there is value being left on the table with your MSP: value which could be more effectively applied across your organisation and customers.

Operations

- Repeated failure on contracted CPIs, KPIs and core deliverables
- Recurring technology issues and preventable outages
- Normal patching and version upgrades are inconsistently applied
- Inability to restore/recover data when required
- Services delivered by inexperienced engineers
- You alert the MSP to outages and issues before they are aware
- Lack of automation with multiple 'air gaps' within the MSP

Services Agreement & Relationship

- Service Credits don't reflect impact to your business
- Service Levels and deliverables are ambiguous or poorly defined
- Governance reporting and billing is repeatedly inaccurate and late
- Continued friction between MSP and operations/management
- MSP focused on upsell and pays lip service to cost reduction
- Service only improves around contract renewal and then degrades
- Exit triggers and transition-out plan not present

Security & Risk

- Security and critical patching is applied late if at all
- MSP internal audit results and risk register are not shared
- MSP not self-reporting security issues or breaches
- MSP does not understand the role they play in risk mitigation
- Security appears to be an afterthought or lax at best

Enabled Benefits

- Improved Delivery & Support
- Increased availability
- Accurate billing & reduced costs
- Restoration of Business-IT alignment
- Improved business efficiency
- Improved security posture
- Risk reduction
- Renewed value
- Clarity of purpose and outcome
- Improved negotiation position
- Optioned Exit Path

Outcomes

Through concise reporting, risk profiles, and pragmatic action plans our MSP Health Check service enables our clients to remediate and further leverage their services investment. Additional ZenITIL services to assist in remediation, negotiation, and risk mitigation initiatives are also available.

ZenITIL