

GUIDE TO TRANSITIONING TO A NEW MANAGED SERVICE PROVIDER

PRE-SELECTION

- 1 Lay out current challenges and your ideal partner.
- 2 Identify when contract is up with current provider.



SELECTION

- 1 Ask same questions to all providers, as well as custom questions based on responses.
- 2 Check references from clients.
- 3 Ensure the new IT team can communicate an exact onboarding timeline.
- 4 Notify current IT of transition.



TRANSITION

- 1 Receive "Runbook" of applicable credentials and network information from current provider.
- 2 Connect previous and new provider so you're not "stuck in the middle."
- 3 New provider will lock out previous IT team from access.
- 4 Have an overlap between previous IT and new IT to ensure cooperation.



Many business owners believe this process is difficult, but as long as you choose the right provider, there should be no downtime for the end users and yourself. Don't settle for a subpar provider because you're afraid of a transition. As long as you did your due diligence in the hiring stage, you'll be in good hands.

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