How to choose a Managed Service Provider

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Telenisus™

Dealing with the (X)SP

Considerations for Developing a Working Relationship and and Strategies for Success

Value in Leveraging (x) SP Services

Where short implementation times and high expectations for reliability, integrity, and security are the norm, it is essential to leverage the services of a managed service provider.
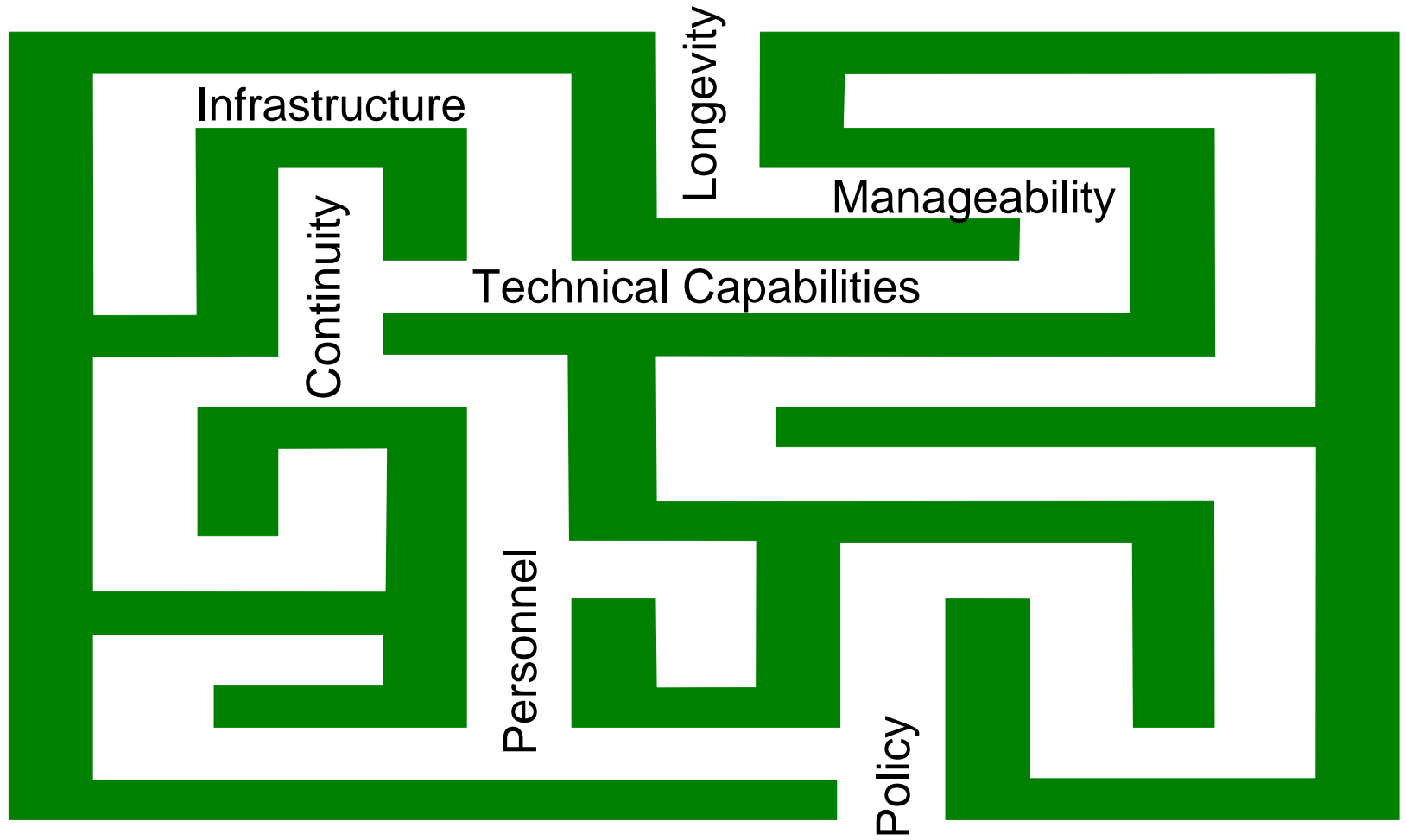
If the relationship works you, your customers, and your service provider will be successful. If it doesn't work disaster can be imminent.

**Factors to Success
Or
Failure
In (x) SP
Relationships**

Success Factors
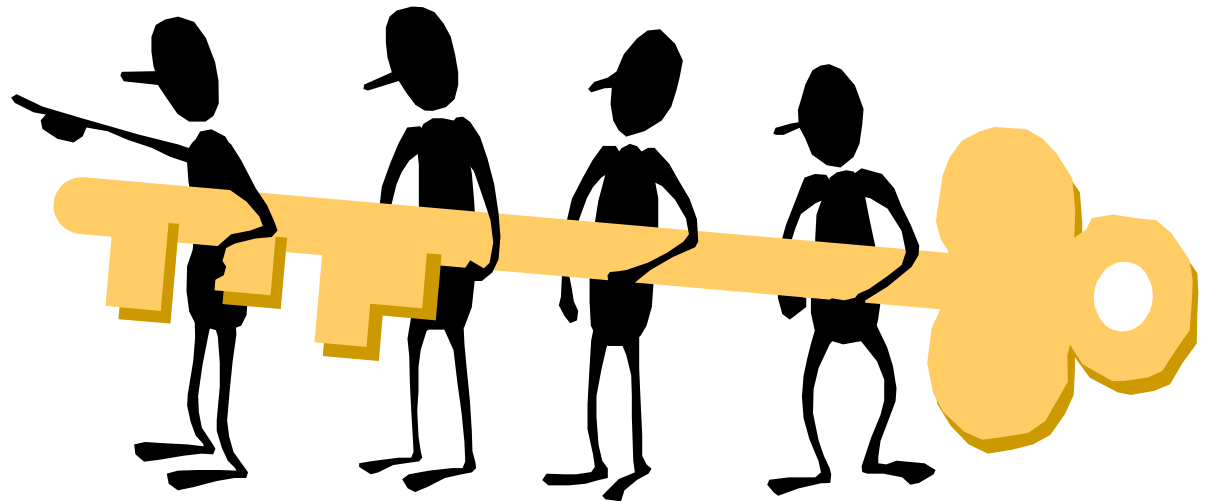
Policy Considerations

Is there synergy between the (x) SP policy and what you expect?

Is there a policy and is it enforced?

Does the policy integrate with your expectations?

Can the (x) SP address special requirements?

Can you audit the policy or has one been done?

Policy
Practices
Standards

Personnel Considerations

(x)SP personnel will be an extension of your organization

Hiring and retention practices

Level and availability of skills

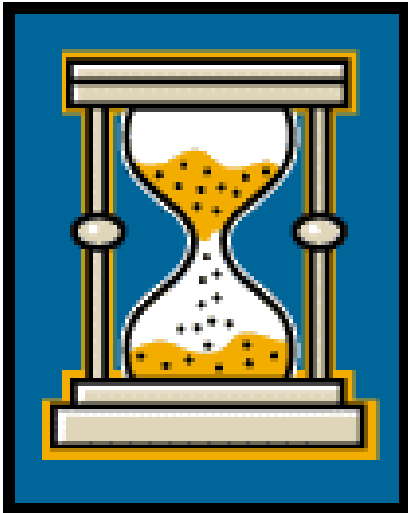Routine contacts

Emergency contacts

Impact of employee turnover

Added personnel support if needed.

Continuity of Service

How critical are the services the (x) SP will provide?

Can they meet specific service levels?

Is the infrastructure sufficient?

Can they meet spike service needs?

How long does it take to modify the service?

Are they vulnerable to DoS or other incidents?

Can they detect and respond to incidents?

Do they have any points of potential service interruption?

Can I integrate and test their response plan?

Technical Infrastructure

Does the infrastructure meet your current and expected needs?

How close is the match?

What learning curve will you have?

Is the infrastructure secure?

Can marketing claims be supported?

Can customers be separated?

What is the future for components?

What other components may be useful?

Can you make demands?

Manageability

Manageability and accountability may be the hardest requirement to achieve.

Accountability for service levels

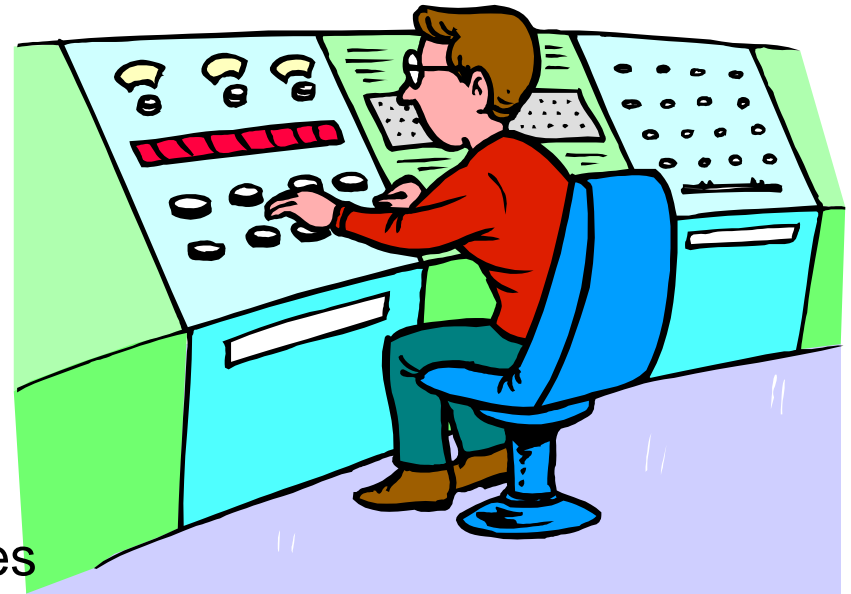Availability of information

Usefulness of reports

Speed in implementing requests

Visibility into service request status

Change management from both sides

Standard and non-standard interfaces

Ability of both parties to escalate.

Longevity Issues

You need to consider the lasting ability of any service provider

"Like most Internet incubators, we're going to be getting back to basics..."

About 327 dot com companies have failed since January 2000. Almost half of these since December.

About 97,000 dot com workers have lost their jobs due to closings or cut backs in the last 16 months.

When his Internet service went down in January, public relations associate Scott Emberley burned e-mail messages onto compact discs and sent them to clients by courier.

NewsFactor Network

When all is said and done and "X" SP should

- Provide better service than you could afford on your own

- Integrate into your security management and technical infrastructure

- Help you evolve to better serve your clients

- Provide resources that would not be available otherwise

- Enable quicker response to market conditions

- Reduce business and technical risk.