

Get ready for Remote Administration.

Checklist for evaluating a managed IT services partner.

Outsourcing day-to-day maintenance to experts is a common way to get access to the best support possible. This checklist will show you what to look for when it comes to choosing the right managed services provider for your business.



Experience & Expertise

- Has the firm worked with companies of similar size?
- Have they worked with organizations in your industry?
- What is their leadership team background?
- Familiar with your specific applications and systems?



Support & Monitoring

- Do they offer 24/7/365 support for managed services?
- What is their uptime guarantee?
- What is their average response time?
- Do they offer local on-site or remote-only support?



Partnerships & Philosophy

- What 3rd party vendor partnerships do they have?
- What level of partnership
- Does their overall approach to ITSM fit your needs?
- Will they proactively offer solutions that add value?



Security & Compliance

- What security protocols do they have in place?
- What cybersecurity solutions do they offer?
- Can they support regulatory compliance requirements?
- What security testing protocols do they implement?



Reputation & Reliability

- Can they provide case studies and/or testimonials?
- How long have they been in business?
- What technical certifications do they hold?
- Is their SLA clear? Do they offer guarantees?



Readiness & Recovery

- What is their average Mean-Time-to-Resolution (MTTR)?
- Do they have a disaster recovery plan?
- Do they offer automatic daily backups and redundancies?
- How often do they deploy patches and updates?

Why Choose Windward?

Windward's IT Remote Administration is a trusted partner for your managed IT services requirement - whether you need to add capacity, free up your team from daily administration to work on higher-level tasks, or tap into specialized skills and expertise.

Our offering provides you access to a team of expert IT professionals to help resolve any issues or concerns. Our relationships with ServiceNow, Splunk, IBM and other vendors also extends the benefit of having early access to information on product updates, new features and innovative business grade solutions that will assist in maximizing uptime and profitability.

Talk to one of our experts today.

For more information contact:

windward.com | info@windward.com

