



IT SERVICES PROVIDER COMPARISON CHART

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IT Services Provider Comparison Chart

USE THIS CHECKLIST TO COMPARE IT SERVICES PROVIDERS' OPERATIONAL MATURITY TO INFORM YOUR FINAL DECISION

What is the Operational Maturity of a Service Provider?

Operational maturity refers to how well a service provider delivers services; the efficiency, reliability, and consistency of service delivery. Including their ability to effectively manage processes, mitigate risks, and maintain high-quality standards.

Mature service providers consistently leverage best practices and well-defined processes to deliver a win-win partnership. Maturity is measured with metrics such as service uptime, response times, incident resolution, and customer satisfaction.

Why Should You Assess the Operational Maturity of a Managed IT Services Provider Right Now?

Choosing an IT partner is an important decision you don't want to repeat or continue second-guessing; you want to choose right the first time, or at least this time.

When evaluating a partnership with a managed IT services (MSP) company, assessing their operational maturity is critical for several reasons.

- **Build Long-Term Partnership:** The long-term success and viability of any MSP, and your partnership together, depends on how they improve their operational maturity.
- **Avoid Wasted Time:** If you choose incorrectly, by selecting a low operational maturity IT partner, your business and clients will face the consequences: stuck reacting to expensive technology disruptions, confusion, and disorganization. Then, you either maintain an inadequate partnership, or your IT partner goes out of business - regardless, you must searching for a new IT partner all over again.



- **Prevent IT Issues:** Choosing a mature managed services provider means you also share the rewards their operational maturity brings to eliminate those frustrating disruptions holding your business back, and instead, ensure a stable and secure IT environment for your business.
- **Help Staff Do Their Best Work:** Their well-established processes and procedures decrease IT issues in the first place to maximize your staff productivity. As a result, you avoid the likelihood of technical glitches and failures harming your budget or company reputation.
- **Navigate IT Changes With Peace of Mind:** An operationally mature MSP enables leaders to navigate constantly changing technological landscapes. They are better equipped to strategically understand your needs and weak points, remove barriers to growth, and implement new technologies effectively. Their unbiased IT expertise and adaptability prevent your business from falling behind, transforming your technology into a competitive advantage for a dynamic market.
- **Cost-Effective Risk Mitigation:** Their proactive approach helps you achieve the most cost-effective approach to risk mitigation, you know what specific cybersecurity an organization of your size and budget needs to prevent potential security breaches, data leaks, and compliance violations.

Ultimately, only by choosing a managed IT services partner (MSP) with strong operational maturity can you truly entrust your business, and its critical IT infrastructure, with a reliable IT partner that's built to last.



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Trusted IT Support	Framework IT	Option B	Option C
Do they answer their phones live, and do they also accept tickets via email, online portal, and computer agents?			
Do they explain how they define 'response time' and have a written, guaranteed response time to support tickets you submit?			
Are both unlimited remote and onsite support for IT issues included in the monthly fee?			
Are minor additions, moves, and changes included in the monthly fee?			
Are weekend and after-hours support included in the monthly fee?			
Do they routinely measure Customer Satisfaction & the Net Promoter Scores of their clients? Is their methodology for measuring these metrics clear? Do they report their metrics back to their clients regularly?			
Can they provide thorough responses to questions about their ticketing process, escalation process, transition process, and user onboarding and offboarding processes?			
Are user on/off boarding and computer setups included in the monthly fee?			

Comprehensive Cybersecurity	Framework IT	Option B	Option C
Do they include Endpoint Detection & Response?			
Do they include Managed Detection & Response?			
Do they include Microsoft 365 & Google Workspace security monitoring?			
Do they include Vulnerability Scanning?			
Do they include Dark Web Scanning?			
Are their cybersecurity tools monitored & managed by a 24x7x365 Security Operations Center?			
Do they backup all your data in Microsoft 365 or Google Workspace?			
Do they provide a 3rd party email security tool?			
Do they provide staff cybersecurity awareness training and mock phishing at least 1x/quarter?			

Proactive IT Strategy	Framework IT	Option B	Option C
Do they conduct quarterly Strategic Business Reviews led by an IT expert?			
Do they develop specific Standard Operating Procedures (ex: IT on/offboarding)?			
Do they assist you with development of IT policies, Disaster Recovery Plans, and Business Continuity Plans?			
Do they quote projects as a Fixed Fee or do YOU have to take the budget risk of projects going over the projected hours?			
Do they have dedicated Service Coordinator(s), Service Manager(s), Technical Account Manager(s), and Virtual CIOs?			
Do they provide regular reporting, and can they provide you with sample reports?			

Assessment, Roadmap, & Flexible Pricing Model	Framework IT	Option B	Option C
Did they take the time to thoroughly understand your business needs, IT management needs, and assess your technology in detail before proposal?			
Have they provided an initial strategic roadmap as part of their proposal for ongoing Managed IT Services?			
Do you understand their proven technology standards and best practices based on data?			
Is it extremely easy to understand how their Managed Services Pricing will change if your IT, or employee count, changes?			

Final Comparison

Company	Total Checks
 FRAMEWORK IT	27/27
Option B	
Option C	