+44 345 094 0945
www.waterstons.com

Article

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Choosing the Right IT Partner: The Ultimate Checklist for Australian Businesses

Managing IT in today's fast-paced technological landscape is challenging, especially for small or overstretched teams, leading to inefficiencies and vulnerabilities. To address this, many businesses turn to Managed Service Providers (MSPs) for specialised skills, 24/7 support, and tailored solutions.

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But how do you choose the right MSP? Keep reading to find out what to look out for.

1. Are You Paying for Things You Don't Need?

When was the last time you looked at your service agreements (if you have one)? A great MSP should bespoke their services based on the unique needs of your organisation.

Be wary of providers who push unnecessary services or upsell you on things that don't add value to your operations.

Ensure the services you're paying for are aligned with your business goals and that you fully understand what you are paying for and why.

2. Quality of Customer Support

When you call your IT provider, do you feel genuinely supported?

High-quality customer service is crucial. Your provider should be responsive, empathetic, and effective in resolving issues.

3. Staying Updated with Tech Trends

Technology evolves rapidly, and your provider should keep you informed about the latest trends and advancements.

An excellent MSP will identify new technologies/ trends, notify the ones that are relevant to you and consult on whether it will add value to your business.

4. 24/7 Service Availability

Downtime doesn’t stick to a 9-to-5 schedule, and neither should your IT support.

When considering which MSP to choose, ensure the provider offers a 24/7 service and what the service entails. Does it include proactive monitoring? Can you talk to a real person 24/7?

5. Client Testimonials

What do other customers say about the provider?

An excellent MSP will have a myirad of case studies and reviews to sink your teeth into! You can also ask around for feedback from other businesses who have worked with them.

6. Dedicated Account Manager

Having a dedicated account manager can significantly enhance your experience. You don’t want to feel like just another client; you want to feel like a valued partner.

A great MSP won't just assign you an account manager; they will connect you with someone who becomes an integral part of your team. Over time, this person should feel like an extension of your own organisation, someone you can rely on for support and guidance.

7. Proactive Support

When was the last time your provider reached out with a proactive solution rather than just reacting to problems?

A good IT provider will not only monitor your systems but continuously address potential issues before they become major problems. As well as provide additional support where they can be of help.

8. Comprehensive Security Policies

Your provider should have stringent security policies to protect your data.

Inquire about their security protocols, how they manage data breaches, how they proactively stay ahead of threat actors, and their compliance with relevant regulations. It's crucial that your MSP follows robust and mature cybersecurity practices and is equipped to provide these services to you as well.

9. Range of Services

Does the provider offer a comprehensive range of services, or do you need to juggle multiple vendors for different needs?

A one-stop-shop MSP can streamline your IT management, offering everything from cybersecurity to cloud services. Having a partner who can provide a broad range of services is cost effective and provides peace of mind that you can always rely on that one vendor.

10. Adaptability and Scalability

As your business grows, your IT needs will change.

Ensure your provider can scale their services to match your growth and adapt to new challenges, ensuring long-term support and partnership.

By considering these ten points, you can ensure you choose an IT provider that truly meets your business needs and helps you stay competitive in today's fast-paced technological landscape.

Do We Meet the Mark at Waterstons?

Tailored Solutions

We never make you pay for things you don't need. At Waterstons, we pride ourselves on creating bespoke plans for each client. Your business is unique, and so are your solutions. By examining your people, processes, and technology, we develop solutions that directly address your specific business problems.

Exceptional Client Services

Client service is one of our strongest points. We have a 99% client retention rate in Australia (and we left the customer making up that 1%), so we believe we're doing a fantastic job.

Many organisations say they will 'Go above and beyond' but we really mean it. No matter what the query is, we endeavour to help our clients with whatever they need. One of our motto's is - *If we can help, we will.*

Ahead of the Trends

Staying ahead of trends is incredibly important to us. Our team comprises passionate tech enthusiasts who are committed to keeping up with the latest advancements. This dedication helps our clients stay ahead as well. We even have an innovation team at our headquarters, dedicated to discovering and implementing new solutions for our clients.

24/7 Availability

You will always have someone to speak to at Waterstons. During business hours, you'll interact with our friendly Australian team, who will promptly address your needs. After hours, our excellent UK team steps in to provide you with a quick and effective solution.

Client Testimonials

Our clients say wonderful things about us, and we couldn't be prouder to have them as partners. You can visit this link to see our case studies, but we've included a few testimonials below for your convenience. *"From technical expertise to personal relationship and account management, we are continually impressed by the team thinking about new ways of working and creating efficiencies across our business.*

"For example, the implementation of Freshservice for query management was something we wouldn't do without Waterstons, but it has made a huge difference within our teams. The feedback received is that it's not only easy to use but means individuals can find their own solutions through knowledge-based resources, as well as saving time through automated processes that do not rely on an IT team member's input."

"The relationship we have with Waterstons is founded on a shared ambition and excellent communication. We know that regardless of what ideas we come up with, or support we need, there will always be someone available to talk it through and take the appropriate action."

"Waterstons' technical expertise has been integral to the success of our partnership and the development of our people. The strength of the relationships we have created means we truly feel they are an integral part of our team and key to our continued success."

Dan Bloor, Group IT Director at Enva

"Our business runs across continents and around the clock, so our partners need to do the same. The 24/7 service desk has proven itself in supporting our business with large and small issues."

Martin Lofnes, CFO

Dedicated Support

At Waterstons, you will not only receive a dedicated client partner but also have access to our entire team for insights, perspectives, and support. We offer proactive support and an active partnership, constantly adding value to our clients and their organisations.

Robust Cybersecurity

Cybersecurity is one of the pillars of our organisation. As a cybersecurity provider ourselves, we have an extremely mature cyber posture. You can view more on our cyber services and our accreditations here. Learn more here.

Comprehensive Services

If you're looking to consolidate your current IT and cyber vendors, Waterstons is the organisation to partner with.

With our bespoke software team, innovation teams, consulting teams, managed services, and cybersecurity departments, we offer an enterprise-level breadth of services with a family business feel.

Long-term Partnerships

We specialise in building long-term productive partnerships. No matter where you are or where you're going on your journey, Waterstons will work flexibly and adapt to the needs of your organisation.

If you're ready to take the next step, contact us today and discover how Waterstons can help your business thrive. info@waterstons.com.au I 02 9160 8430