

# Overcoming Your MSP Challenges

You're grappling with your terrible MSP. You trusted them to do the right thing in an area of your business that you are less familiar with, but it seems like there's nothing positive coming out of the relationship. Something's got to give. You brought them on to move your business forward, but it feels like they're holding it back. You may even find yourself asking, "Am I throwing away my company's money and possibly the future of my business?" Unfortunately, the story of a large MSP taking advantage of a small business is one we hear all too often.

## Looking for Answers

Getting answers from your current provider or consultant should not feel like pulling teeth. Let us ask you some questions. For each one, stop and think about the answer you'd give if you were talking about your current IT provider, then read on for Cortavo's answer.



**Do they provide a knowledgeable and dedicated tech team that is familiar with your business needs?**

**Cortavo's Answer:** Absolutely! At the beginning of our relationship, we'll have you fill out an extensive questionnaire so we can learn in-depth information about your business. We will then conduct several calls to ensure that we completely understand your environment and requirements so that we can provide you with the best possible support.



**Is there a help desk available around the clock, every day?**

**Cortavo's Answer:** Yes! We provide a 24-hours-a-day, seven-days-a-week, 365-days-a-year help-desk support team to ensure your issues are handled promptly, no matter what day or time they occur. When remote assistance is not enough, we'll dispatch our technicians to your site to ensure your issue is resolved immediately.



**Do they offer business-needs analysis, regular status reports and strategic planning?**

**Cortavo's Answer:** Yes! For each of our clients, we provide a Virtual CIO to help with day-to-day operations and future-proofing of infrastructure. We'll analyze your current business needs and plan for the needs of your business in the future. We include quarterly business reviews with your company's key stakeholders to discuss past, present and goals. In addition, your Customer Success Manager will meet with you on a monthly basis to review reports and statistics to ensure everything is going smoothly when it comes to your infrastructure.



**Did they stick with the agreed-upon monthly rate, or are you always surprised by your billable hours? Were you enticed by a low introductory price and then hit with a substantial fee for a hardware refresh halfway through the contract period?**

**Cortavo's Answer:** What you see is what you get! There are no price jumps, no hidden costs, no installation fees, no on-site hourly fees and no upfront hardware costs. We'll refresh your entire infrastructure and support your entire organization at a low monthly rate per user, meaning you can effectively plan and move from CAPEX to OPEX, saving your company thousands of dollars.

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**Do their technicians have substantial experience with and knowledge of the problems you face within your environment?**

**Cortavo's Answer:** Our team has years of experience helping small and medium-sized businesses from all verticals and levels of technical acumen. All of our technicians have at least 10 years of experience supporting customers in SMBs. Our technicians have also been with the company for an average of five years because we offer a number of unique benefits that help them achieve a healthy work-life balance.



**Are their technicians required to maintain certifications and take yearly training from respected OEM partners such as Microsoft, Veeam, VMware, Dell and HP?**

**Cortavo's Answer:** We have strategic partnerships with the best hardware and software OEMs in the technology industry. To maintain these partnerships, we are required to take industry exams and certifications to confirm our knowledge of all solutions. Here are just a few of our partnerships:

Gold  
Microsoft Partner

vmware®  
Partner  
Connect



VEEAM | PROPARTNER  
Silver Reseller

McAfee™



**Do they provide proactive updates and monitoring to prevent potential problems — even before they happen?**

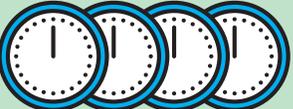
**Cortavo's Answer:** Yes! We utilize a management application on the devices we support to assist your employees proactively. This application boosts your employees' productivity through faster resolution to the problems they face. When an issue arises, your employees don't need to go through multiple support channels to connect with us because the application allows us to easily take control of their system and remedy the problem. We also ensure that the software on your systems is always up to date, providing you with peace of mind that all patches for your third-party applications are secure.

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## Do they always respond to your questions quickly via phone, email or a ticketing system?

**Cortavo's Answer:** Of course! You get access to a local 24 x 7 enterprise help desk for your employees to utilize for inquiries regarding their computers, productivity applications and everything in between. Our team is experienced in supporting small to medium-sized businesses and maintains industry-leading certifications for the most comprehensive support. Our team becomes an extension of your team and is easily reachable via email, phone or live chat to help with all of your technology needs. When you reach out, you immediately talk to Level 2 Support, which means faster resolution. Below are the SLAs that we maintain throughout the duration of your contract — our clients will back that up!

PRIORITY	DESCRIPTION	TTA
<b>Critical</b>	<ul style="list-style-type: none"> <li>Application, service or equipment DOWN affecting multiple users</li> <li>Affects the client's ability to conduct/perform business-critical activities</li> </ul>	 15 minutes
<b>High</b>	<ul style="list-style-type: none"> <li>Application, service or equipment issue affecting multiple users</li> <li>Affects a service or activity that directly supports the execution of a client's core business service</li> </ul>	 30 minutes
<b>Normal</b>	<ul style="list-style-type: none"> <li>Issue that prevents a single user from doing their job (i.e., unable to access business applications)</li> <li>Application, service or equipment issue that has no noticeable impact</li> <li>Customization request</li> <li>Most service requests</li> <li>Normal maintenance</li> </ul>	 2 hours
<b>Informational</b>	<ul style="list-style-type: none"> <li>All other service requests</li> </ul>	 4 hours



## If remote support is not sufficient, will they dispatch local technicians to your location to resolve your issues?

**Cortavo's Answer:** Absolutely! If we cannot solve your issue remotely, we will dispatch our technicians anywhere in the United States of America to ensure your operations are running smoothly.

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### Do they offer regular equipment refreshes to keep you up to date?

**Cortavo's Answer:** For sure! And that's what makes us so unique! We are the first MSP to fully provide all of the hardware, software and IT services you need to be successful. From laptops, desktops, workstations, monitors, keyboards, mice, switches, firewalls and access points, we'll provide everything you need at the start of your contract. If you plan to renew your contract, we'll provide you with another full refresh.



### Were you able to speak to any of their current customers to see how they liked their IT services?

**Cortavo's Answer:** We very much welcome that! If you would like to speak to one of our clients to see how they are enjoying the Cortavo experience, we will provide you with all the contact information you need to reach out. In the meantime, please visit our website to hear from the Cortavo family.

If your current MSP is not living up to these standards, it's time to look elsewhere. You don't have to put up with subpar IT services. You need a provider that can handle your IT needs so you can get back to running your business — without hidden fees or broken promises.

