

Switching MSP

It's not as daunting as you think

Many SMEs are often unhappy with their current cloud service provider, but are apprehensive about switching. Changing your cloud or managed service provider is a big decision and it's essential to consider how to approach a transition like this.

If you're unhappy with your current provider and are considering switching to a new one, here are some steps to make the process as smooth as possible.

Reasons for switching

Firstly, make sure you're clear on your reasons for switching providers and review what's good and bad about your current provider. This will help you understand what you need from your managed service provider going forward. Once you're clear on your needs, you'll be in a better position to identify your new MSP based on the criteria you've developed.

Review your current IT Services

It's worthwhile assessing your existing environment to understand current and future needs. This is a great opportunity to consider what your business really needs to be successful. Document all of your IT assets (inc hardware and software) and identify the owners and stakeholders that you need to involve. Based on this, you should be able to confirm who the decision makers are and identify who in the business should take the lead along with any other transition team members.

Research potential new MSPs

Identify MSPs that offer the services you need, have levels of experience required and are likely to be a good fit. Here's a good checklist of points to consider:

- **Expertise** – Make sure the MSP has the technical expertise required to support your organization's IT needs.
- **Availability** – Ensure that the MSP can provide 24/7 support to your organization, especially if your business operates outside regular business hours.
- **Scalability** – Your MSP should be able to grow with your organization and accommodate changes in your technology needs over time.
- **Security** – Security is critical, so make sure the MSP has the proper security measures in place to protect your data and networks.

- **Responsiveness** – Your MSP should be responsive to your needs and provide timely support when issues arise.
- **Sustainability** – Increasingly, this will be a key requirement for choosing managed service and cloud providers, so it's good to understand the credentials in this area now.
- **Pricing** – Compare pricing and ensure that the MSP's costs are competitive and aligned with your budget.

Transition Plan

Work with your new MSP to develop a migration plan that outlines the timeline, responsibilities, and expectations for both parties. See what support they offer to help you switch providers. It's important to ensure you have a clear understanding of how your data and systems will be migrated to the new provider and how this transition will be managed.

Offboarding your current MSP

Give your current MSP ample notice that you will be switching providers, and provide them with the details of the transition plan. This will help ensure a smooth handover of services and minimize disruptions. Previous and new providers will be used to working together to coordinate migrations activities and ensure minimal impact on your organization's operations.

Go live with your new MSP

The initial period is often the period of greatest risk, so it's important to closely monitor the transition and the immediate post migration period. Understand from your new provider what the support model offers during and post migration. Ensure that you're putting the correct checks in place and be prepared to act promptly.



Switching managed service provider can be a daunting topic, but following these steps will help you to ensure a smooth transition. Understanding what goes into switching MSPs and making sure that you choose the right provider will help mitigate many of the potential pitfalls.

And you shouldn't be intimidated about switching to a new provider. In fact switching managed service provider should now be easier than ever. Once fully onboarded, you'll start enjoying the benefits of managed services and it'll let you get on with what's important to improving your business.

Fasthosts ProActive has a vast amount of industry expertise in this area and understands the potential pitfalls and how best to navigate this transition. If you're interested in getting a conversation started, get in touch to speak to one of our experts.

