

How to Identify an Effective Managed IT Services Provider

Does the MSP specialize in hospitality and hold a positive standing within the hospitality industry?

- The provider has worked in the hospitality industry for more than 10 years.
- The provider has a deep familiarity with a hotel's complex and interdependent systems to ensure the smooth operation of the IT infrastructure.
- The provider offers genuine 24/7 services. A notable distinction is the availability of IT support and Managed Service Provider (MSP) leadership at any moment, whether it's day or night.
- The provider maintains a stable financial status.

Is the MSP known for maintaining solid connections with its clients and authorities in the industry?

- You can access the MSP leadership team if problems must be escalated to senior staff 24/7.
- The provider has established connections within the industry. For instance, they've formed a customer advisory board consisting of representatives from the hospitality sector to gain insights and steer their strategic direction.
- The operations staff has a deep understanding of all systems and applications, including: Oracle, Micros, Toast, Infor, eSystems, Agilysis, etc.

Does the MSP have substantial resources to accommodate your expanding requirements?

- The provider conducts an in-depth and comprehensive onboarding process for clients to understand your business and deliver customized support.
- The provider offers core competencies that will allow your brand to expand into other service areas and technologies.
- You have access to on-call dispatch services that can travel as necessary.
- You have access to project managers with extensive hospitality IT experience who can enhance your networks and identify and resolve potential problems before they affect your guests and staff.

