

MSP Switch Readiness Checklist

Ready for a quick, objective way to know whether your current IT provider is still the right choice?

Answer each question with **Yes / No** to see where your MSP or IT provider excels ... and where it may be falling flat.

- Does your MSP respond consistently within the timeframe you need?** (Delayed responses and unresolved tickets can signal a capacity or prioritization issue.)
- Is downtime rare? And quickly addressed when it does occur?** (Frequent interruptions often point to deeper stability problems.)
- Do you receive proactive guidance, not just reactive support?** (Your MSP should help you plan, not just fix things after they break.)
- Is your technology infrastructure fully documented?** (Documentation is essential for continuity, security, and troubleshooting.)
- Does your IT partner provide regular updates on risks, improvements, and upcoming needs?** (Strategic insights protect your business and help with budgeting.)
- Are best practices in place, including MFA, backups, patching, and user training?** (A lack of these increases the likelihood of preventable incidents.)

-  **Is your current provider helping you meet industry and regulatory requirements?**
(Compliance gaps put the entire organization at risk.)
-  **Can your MSP fully support you as your business grows?**
(If you outgrow them, performance issues will increase.)
-  **Are issues resolved correctly the first time, without repeated follow-ups?**
(Recurring problems can indicate process or skill gaps.)
-  **Do you have predictable, transparent billing?**
(Surprise fees usually signal reactive work or unclear scope.)
-  **Does leadership feel informed and supported, not left on their own?**
(Executives should have clarity on risk, strategy, and spend.)
-  **Is your cybersecurity posture measurably improving year over year?**
(If things aren't improving, they're slipping.)

Count your YES answers:

- 10–12** Your IT environment is stable, secure, and well-supported. You probably don't need to make major changes right now.
- 7–9** You're managing, but there are signs your business isn't receiving the level of support or strategy it needs long-term.
- 0–6** Your IT partner is likely holding your business back. It may be time to explore alternatives that better support your goals and growth.

If this checklist raised concerns, a short conversation can help you understand what a more stable, strategic MSP partnership would look like.

WYRE offers a complimentary technology assessment to help you evaluate your current environment, uncover risks, and understand your next best steps, whether you work with us or not.