

# 5 Mistakes to Avoid When Choosing a Managed Service Provider (MSP)

A QUICK GUIDE TO STEERING CLEAR OF COMMON MISSTEPS

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Choosing a Managed Service Provider (MSP) isn't just a checkbox on your IT to-do list—it's a strategic decision that can make or break your business operations, security posture, and long-term growth. With so many options on the market, it's easy to focus on the wrong things and wind up with an MSP that doesn't align with your needs. Let's walk through five of the most common (and costly) mistakes businesses make when selecting an MSP—and how to avoid them.

## Mistake #1

### Assuming All MSP Models Are the Same

On the surface, MSPs might look alike: they monitor your systems, fix issues, and offer some level of cybersecurity. But once you peel back the layers, the differences are significant.

Some MSPs operate under a **reactive model**, stepping in only when something breaks. Others are **proactive partners**, constantly monitoring your environment, patching systems, preventing threats, and offering regular strategic reviews to keep your IT aligned with your business goals.

[Reactive vs. Proactive IT Support Comparison Chart >>](#)

Some offer **co-managed services**, working alongside your internal IT team. Others are a fully outsourced solution. Then there are providers who specialize in specific verticals, compliance frameworks, or platforms—while others take a more generalist approach.

Before choosing an MSP, dig into the details. Ask:

- Is the service reactive or proactive?
- Is support available 24/7?
- Do they offer guidance and consulting or just technical fixes?
- Are services customizable to fit your needs?

Making assumptions here can lead to big gaps in service—and big headaches later on.



# Mistake #2

## Choosing Your MSP Based on Price Alone

We all want to make smart financial decisions, but if the main selling point of an MSP is "we're the cheapest," that should be a red flag. Low-cost providers often:

- Cut corners on security or monitoring tools
- Use inexperienced or outsourced support teams
- Offer limited hours of support
- Rely heavily on automation without human oversight

Instead of focusing solely on the price tag, **focus on value**. A well-structured, slightly higher-cost MSP may prevent costly downtime, data loss, or security breaches. That's a **return on investment** that far outweighs the difference in monthly cost. As we like to say here at Mirazon, **an ounce of prevention is worth a pound of cure**.

# Mistake #3

## Forgetting Your Budget

On the flip side, it's also a mistake to head into MSP discussions without a clear, realistic budget in mind. Without financial boundaries, you might:

- Commit to services you can't sustain long-term
- Skip essential offerings because you assume they're too expensive
- Experience surprise billing and hidden fees

A strong MSP won't pressure you into overspending—they'll help you **prioritize**. Whether you're working with a lean budget or investing in a full IT transformation, a good provider will tailor services that **meet your goals** and your financial reality. Look for MSPs who:

- Offer modular or tiered service plans
- Are transparent about pricing and what's included
- Regularly review your plan to ensure you're getting what you need without overspending

Budgeting isn't about limitations—it's about **intentional decision-making**.

# Mistake #4

## Viewing the MSP as a Vendor Rather Than an Internal Resource

When you treat your MSP like an outside vendor, you may be missing out on one of their biggest strengths: **strategic partnership**. Great MSPs do more than fix problems—they:

- Act as a virtual CIO or CTO, helping plan future IT initiatives
- Understand your business goals and align technology to support them
- Help you navigate change, whether it's scaling up, moving to the cloud, or implementing new tools
- Offer employee support and education, improving tech adoption and productivity

Your MSP should feel like an **extension of your internal team**. When you bring them into the conversation early—whether you're launching a new project or re-evaluating infrastructure—they can offer insights and solutions that **save you time, money, and stress**.

If you're only calling them when something breaks, you're leaving strategic value on the table.

# Mistake #5

## Ignoring Service Level Agreements (SLAs)

The SLA might not be the flashiest part of the contract, but it's one of the most critical. It defines what the MSP is actually accountable for—and what happens if they fall short.

Too often, businesses skip over this section or assume it's standard across the board. But **not all SLAs are created equal**. A good SLA should clearly outline:

- Response times: How quickly will they acknowledge an issue?
- Resolution times: How fast should you expect a fix?
- Availability guarantees: What uptime is promised?
- Scope of support: What's included, and what's considered out-of-scope or billable?

Without a solid SLA, you might find yourself waiting hours—or even days—for support you assumed was guaranteed.

Before signing anything, **read the SLA carefully**. Ask questions. Make sure the terms align with your expectations and business needs. And make sure the MSP is willing to hold themselves accountable.

At Mirazon, we believe IT should just work—so you can **focus on running your business**. Our [Comprehensive Managed Services](#) offering is designed to be flexible, proactive, and tailored to your organization's unique needs. Whether you need fully outsourced IT support or a partner to co-manage your systems, we've **got you covered**.

With Mirazon, you get:

- Proactive monitoring and maintenance
- Robust cybersecurity and compliance support
- Strategic IT planning and consulting
- Fast, expert support from a team that knows your environment
- Transparent service level agreements (SLAs) and predictable costs

We don't just support your technology—we become an extension of your team. We work with businesses of all sizes to streamline IT operations, reduce downtime, and build resilient, secure infrastructures.

**Let's talk about how Mirazon can help your business stay secure, supported, and ready for what's next.**

[Learn More About Managed IT Services](#)

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