MSP Red Flag Checklist

Use this checklist to quickly spot warning signs that your Managed Service Provider (MSP) may no longer be the right fit for your organization. Identifying these red flags early can help you take action before small issues become costly problems.

Loss of Trust

- Evasive or incomplete answers to your questions.

- Unexplained or surprise charges on invoices.

- Defensive or slow responses when asked about incidents.

- Lack of transparency in security practices.

Declining Performance

- Noticeably slower ticket response and resolution times.

- Recurring issues that never seem fully resolved.

- Delays in completing projects or scheduled work.

- Excuses without clear plans for improvement.

Outgrowing the Provider

- They cannot support new shifts, locations, or business growth.

- They struggle with compliance or new technology requirements.

- You're always the one initiating tech strategy conversations.

- Limited capabilities compared to your evolving needs.

Security Red Flags

- MSP knows or stores your users' passwords.

- Cannot produce internal security policy documents.

- No recent third-party security audit or penetration test.

- Weak or outdated cybersecurity tools in use.

Other Warning Signs

- They're not growing or innovating.

- They never push you to keep current with technology.

- Recommendations feel self-serving.

- You'd leave now if you could get out of the contract.

Learn more and download the book at https://www.HowToFireYourMSP.com