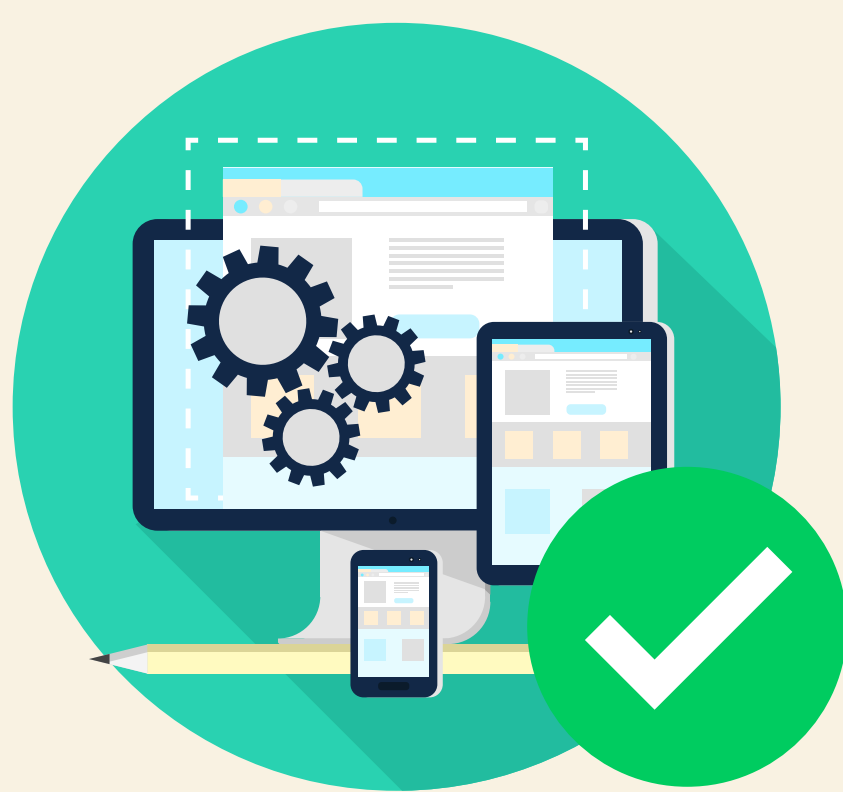


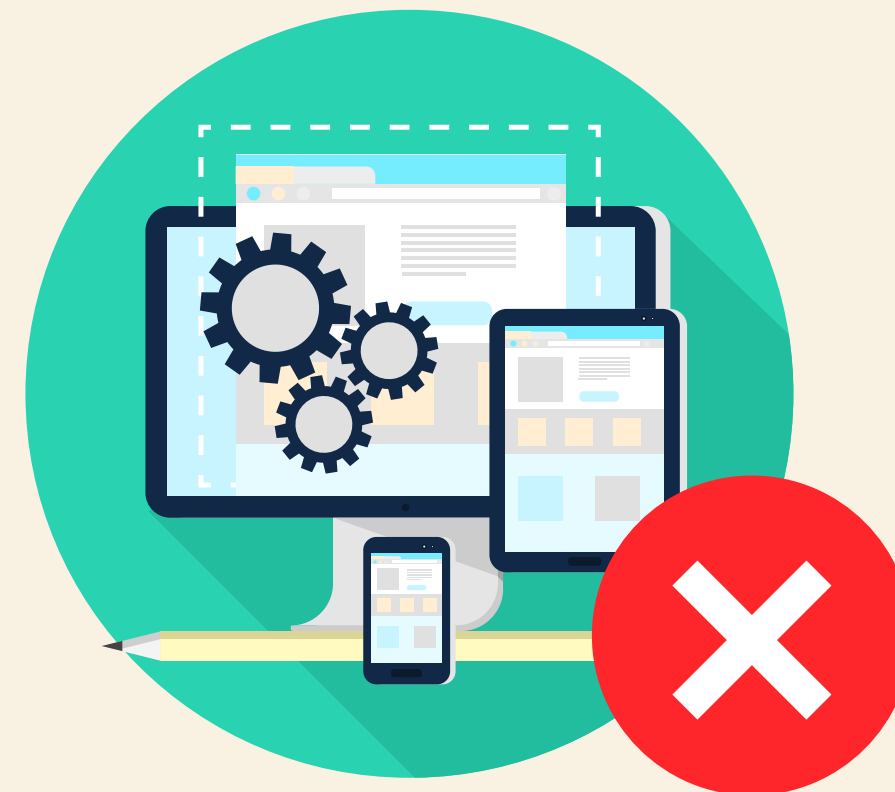
# The Top FIVE Signs That You Need a New MSP

The global managed services market is expected to grow from \$223 billion in 2020 to \$329 billion by 2025 at a CAGR of 8.1% during the forecast period. (Source: MarketsandMarkets). Even as the global managed services market grows, you can't take advantage of that growth without the right partner for your business. The following five signs might indicate needing a new managed services provider.

## 1. Your provider fails to give you the proactive assistance you require.

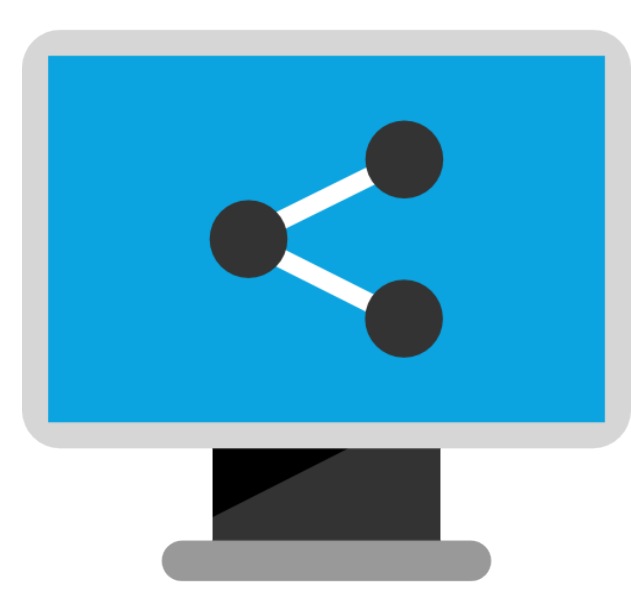


An excellent holistic monitoring system should be able to recognize and address issues before they arise.



That is a telltale symptom of a weak monitoring system if your current MSP continuously responds to your issues rather than anticipating your needs.

## 2. You require a dedicated environment but currently use a shared infrastructure.



If you use a shared platform, factors outside your control will affect how well your website performs.



Since you have no control over your company's hardware, you can expect that the provider will only take shortcuts to increase its earnings.



Quick changes in response to market conditions, consumer behavior, or other variables are more complex.

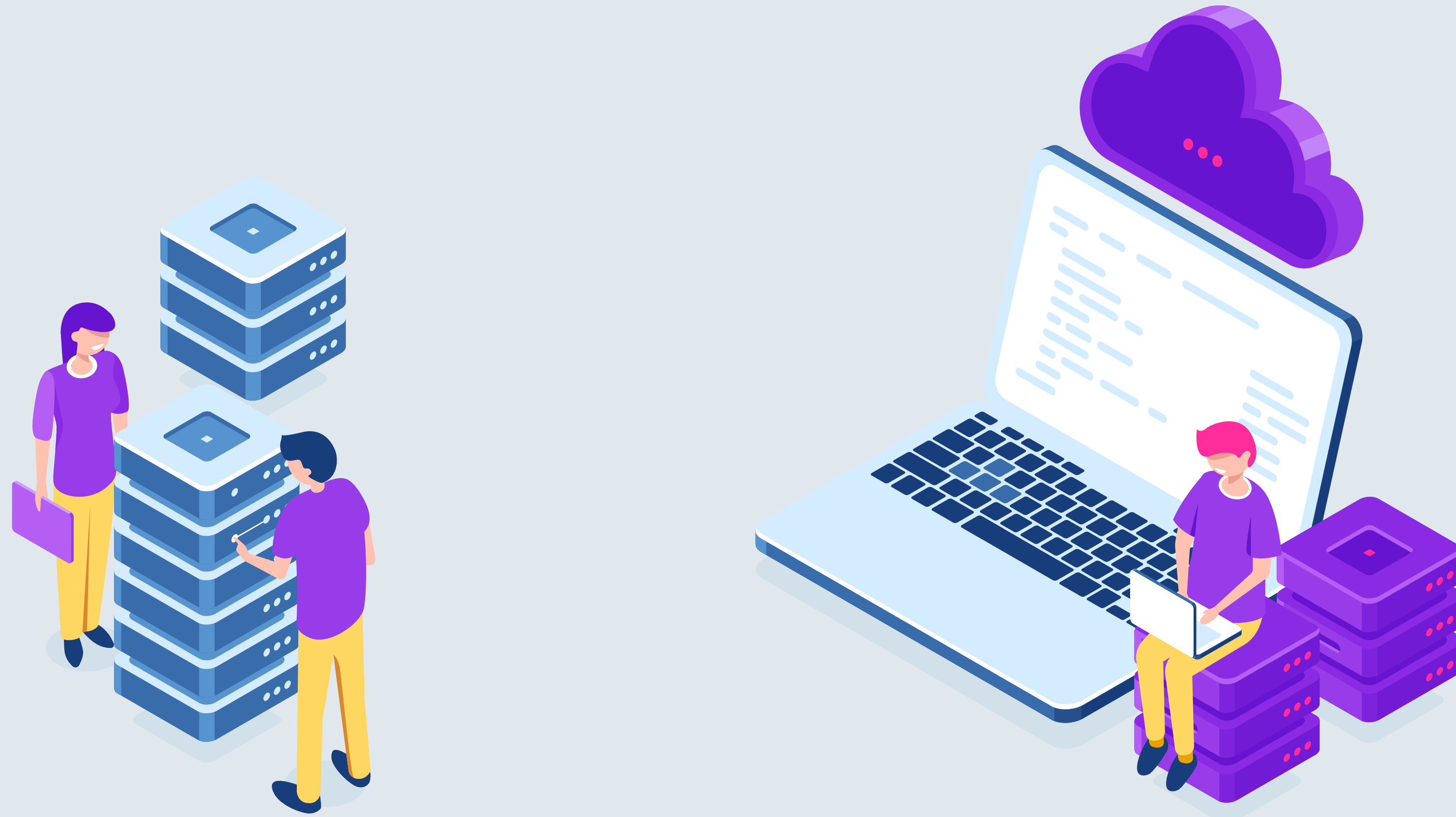
## 3. Your IT team cannot modify or control your site's environment.

A good provider will invest in systems that permit shared access, enabling merchants to develop fixes for problems while maintaining the functionality of your system. If your IT team cannot resolve the issue independently, they may need to escalate the problem to a higher-level support team or vendor support if necessary.



## 4. Your hosting company is unfamiliar with complex environments like Oracle ATG.

Oracle specialists know how to benefit from the system's mobile-friendly capabilities. Ultimately, your IT staff must collaborate closely with the hosting company to ensure they are aware of your needs and have the resources to support your unique situations.



## 5. Your monthly expenses are excessive.

Your internal team's efforts to maintain your system round-the-clock are causing costs to soar. Instead, Has your current MSP had too many rate increases?



If the costs of maintaining a system are prohibitive, it may be worth evaluating whether the current MSP provides cost-effective services. It could be helpful to research and compare pricing and service levels with other MSPs to determine if a change is warranted. You should also review the maintenance strategy to see if any optimizations could be made to reduce costs while ensuring system performance and reliability.



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