



THE MSP SHORTLIST WORKSHEET

12 Questions to Ask Any Managed IT Provider

Bring this to every finalist meeting. Vague answers are answers. From the CRC Cloud 2026 Buyer's Guide: www.crccloud.com/blog/how-to-choose-msp-orange-county/

1. What is your fully loaded price per user per month - and what triggers an overage?
2. Who watches security alerts at 2 a.m., and what can they do without waking me?
3. Do you own the infrastructure my data sits on? If not, who does, and where?
4. What is your written response-time commitment - and your actual average last quarter?
5. When did you last actually restore a client from backup - not test the software?
6. Which compliance frameworks do you align clients to? Can I call one of those clients?
7. What does offboarding look like - and who owns my documentation?
8. Who answers when my staff calls - your employees, or a subcontracted desk?
9. What happened during your last client-affecting incident, and what changed after?
10. How do you charge for projects - included, quoted, or hourly on top?
11. Do prices step up automatically at renewal, and by how much?
12. Why did your last three departed clients leave?

The pause tells you as much as the answer.

Benchmarks while you compare: SoCal market runs ~\$100-\$400/user/month.

CRC Cloud publishes its pricing: Core IT from \$125 - Secure IT (24/7 SOC) from \$250 - Cloud Complete hosted cloud desktops from \$175.

Free 30-minute IT assessment - with the owner, your environment, real numbers.

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