Virtual Dynamics
MANAGED IT SERVICES

DUE DILIGENCE · BRING TO ANY MEETING

Questions that make bad MSPs sweat.

Ask every provider you're considering, including us. Good ones answer in one breath. Bad ones schedule a follow-up to "circle back."

	ASK THIS	WATCH FOR	HOW WE ANSWER
1	**Will you quote me without assessing anything first?**	A number with no look under the hood is a guess with a logo.	We start with a free, no-pressure assessment. Then pricing is upfront and per device, not "starting at."
2	**Is security included, or is it an upsell?**	If protection is a line-item surprise, so is the breach.	Security is part of how we run IT, not a bolt-on we pitch after onboarding.
3	**What exactly does your SLA promise?**	"Timely" and "best effort" are moods, not commitments.	Ask us for specifics in writing. We'll put the response expectations in plain English.
4	**When was my last restore actually tested?**	"The backup ran" isn't the answer. "It booted on Tuesday" is.	All our backups run on Acronis, and we'll walk you through what's protected and when a restore was last tested.
5	**If I leave, do I get my passwords and admin accounts?**	Credential hostage situations are a business model for some.	Your accounts are yours. Holding passwords hostage is on our "things we don't do" list.
6	**How long is the contract, and does it auto-renew?**	Watch for 36 months, auto-renewal, and a cancellation fee with a cool name.	No annual contracts. No long-term commitments. First month free for new managed-services customers.

"If they need a 36-month hug to feel secure, **that's a them problem.***"*

The No Shenanigans Promise

- ✓ No annual contracts
- ✓ Upfront, per-device pricing
- ✓ First month free

First month free applies to new managed-services customers. Ask for our pricing sheet; it fits on one page.

Ask us all six. We'll wait.

Bring this sheet to the meeting. We like being quizzed.

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