

# Managed Services Client Evaluation Form



Is this client a good candidate for a fixed-fee managed services offering?

## General

Client's IT maturity	Low	Med	High
Client's dependency on network stability/data security and integrity	Low	Med	High

## Access requirements

Will client allow us to be sole solution provider managing their network?	Yes	No
Will client grant exclusive administrator-level access to all managed devices, applications, and network resources?	Yes	No
Will client assist in initial baseline assessment by providing access to key systems and personnel?	Yes	No
Will client allow remote access to servers and devices (unattended)?	Yes	No
Will client allow remote access to desktops (attended and unattended)?	Yes	No
Does client have high-speed Internet service to support all remote support and maintenance?	Yes	No

## Warranty and licensing requirements

Does client have extended warranty coverage on all current hardware devices?	Yes	No
Does client have current and supported software licensing?	Yes	No

## Resource requirements

What is the client currently using?

Existing model / solution

Willing to convert to our standard?

Firewall(s)	_____	Yes	No
Endpoint protection (Antivirus / Antimalware)	_____	Yes	No
Email security (anti-spam / filtering)	_____	Yes	No
Backup solution (local)	_____	Yes	No
Backup solution (offsite)	_____	Yes	No