

Managed IT Provider Comparison Scorecard

**A Practical Evaluation Tool for
CEOs and Procurement Managers**

“A practical framework for comparing Managed IT providers across support, cybersecurity, pricing, strategy, and service delivery.”

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Choosing the right IT provider involves more than comparing price.

This scorecard helps Brisbane businesses evaluate providers consistently across the areas that most impact security, productivity, responsiveness, and long-term business value.



How to Use This Scorecard

This scorecard is designed to help businesses compare Managed IT providers more consistently and objectively across support, cybersecurity, pricing, strategic guidance, and service delivery.

Rate each provider against the criteria throughout this document using the scoring system below.

Once completed, total the scores to help identify which provider best aligns with your business needs, risk profile, and long-term technology goals.

Scoring System



PRO TIP

You may wish to apply higher weighting to areas that are most important to your business, such as cybersecurity, response times, local support, or strategic planning.

- Cybersecurity
- Service Delivery
- Strategic Guidance
- Local Onsite Support

Vendor Overview

Criteria	Provider A	Provider B	Provider C
 Company Name			
 Brisbane-based support			
 Years in business			
 Number of staff			
 Primary contact			
 Proposal received date			

Notes / Additional Information



Support & SLA

Criteria	Weight	Score (1-5)
 Guaranteed response times	High	
 After-hours support	Medium	
 Local Brisbane helpdesk	High	
 Onsite support availability	Medium	
 Clear escalation process	Medium	
 Dedicated account management	Medium	



Questions to Ask

- Are SLAs contractually guaranteed?
- Is support outsourced or local?
- How are critical issues escalated?



Cybersecurity


Criteria	Weight	Score (1-5)
 MFA enforcement	High	
 Endpoint protection included	High	
 Microsoft 365 security baseline	High	
 Backup and disaster recovery	High	
 Proactive monitoring	High	
 Security reporting	Medium	
 Compliance framework experience	Medium	



Questions to Ask

- Are security tools included or optional extras?
- How are backups tested?
- What cybersecurity frameworks do you support?

Pricing & Commercials

Criteria	Weight	Score (1-5)
 Transparent pricing	High	
 Fixed monthly costs	High	
 Clear exclusions	High	
 Flexible scalability	Medium	
 Value for money	High	

Questions to Ask

- What falls outside the agreement?
- Are project costs separate?
- Are onboarding fees included?

Strategic & Business Alignment

Criteria	Weight	Score (1-5)
 Quarterly reviews	High	
 IT roadmap planning	Medium	
 Productivity recommendations	Medium	
 Business alignment approach	High	
 Reporting quality	Medium	

Questions to Ask

- How often are strategy reviews conducted?
- Will they help plan budgets and upgrades?
- How proactive are recommendations?



Onboarding & Transition

Criteria	Weight	Score (1-5)
 Structured onboarding plan	High	
 Documentation process	High	
 Risk identification	Medium	
 User communication process	Medium	
 First 90-day roadmap	High	



Questions to Ask

- What happens in the first 30/60/90 days?
- How do they source credentials and systems during transition?
- How quickly can they take over support?

First 90 Days Journey

1



Days 1–30

Discovery & Strategy

We understand your business, assess your environment, and develop a strategic IT roadmap.

2



Days 31–60

Support Commencement & Stabilisation

We take over support, address priority issues, and stabilise your IT environment.

3



Days 61–90

Managed IT Partnership

We optimise, plan for the future, and deliver ongoing proactive IT management.

Red Flags Checklist

Many Managed IT providers can appear similar during the sales process, however small gaps in transparency, service delivery, cybersecurity, or communication can create significant issues over time.

Watch for Providers That:

- | | |
|---|---|
| <input type="checkbox"/>  Cannot clearly explain exclusions or additional charges | <input type="checkbox"/>  Lack local Brisbane support capability |
| <input type="checkbox"/>  Avoid guaranteed SLAs or measurable response commitments | <input type="checkbox"/>  Provide little strategic guidance or business alignment |
| <input type="checkbox"/>  Treat cybersecurity as an optional add-on rather than a core service | <input type="checkbox"/>  Cannot clearly explain their onboarding or transition process |
| <input type="checkbox"/>  Offer unusually low pricing without clearly defining inclusions | <input type="checkbox"/>  Focus only on reactive support rather than proactive improvement |
| <input type="checkbox"/>  Lock clients into long-term contracts with limited flexibility | <input type="checkbox"/>  Provide limited reporting, communication, or accountability |

How Many Red Flags Did You Find?



0-2

Low Risk

Minimal concerns identified.

3-5

Moderate Risk

Some concerns identified.

6+

High Risk

Multiple concerns identified.

Area	Weight	Provider A (Score / 5)	Provider B (Score / 5)	Provider C (Score / 5)
 Support & SLA	25%			
 Cybersecurity	30%			
 Pricing & Transparency	20%			
 Strategic Guidance	15%			
 Onboarding & Transition	10%			
Total Score	100%			

Why Businesses Choose TechPath



Brisbane-based support and onsite assistance



Proactive cybersecurity and risk management



Strategic IT planning and quarterly reviews



Structured onboarding and documentation



Alignment between technology and business goals



Transparent pricing with no hidden surprises



Flexible agreements with no lock-in contracts



Want help reviewing your current IT provider or proposal?
Contact TechPath for a no-obligation discussion about your business requirements and technology goals.



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