

The Perth Business MSP Checklist

10 questions every WA business should ask before choosing (or staying with) a Managed IT provider

Choosing the right MSP is one of the most consequential IT decisions a business makes. This checklist cuts through the sales noise and gives you a practical framework — covering what actually matters for security, support, and long-term fit. Each factor includes what to look for and how Datatech Solutions measures up.

Part 1 — The 10 Factors That Matter

1 Local presence & on-site capability

A remote-only MSP can handle many issues but not all. Ask: can they dispatch on-site in Perth when needed? Do they understand WA business hours, regional sites, and local suppliers?

What to verify: Are their engineers Perth-based? Do they offer on-site SLAs?

2 Proactive vs reactive support model

Reactive MSPs wait for you to call. Proactive MSPs monitor, patch, and prevent. The difference shows up in your downtime figures — and your stress levels.

What to verify: Do they use RMM tools? How is patching scheduled? What does their monitoring cover?

3 Cybersecurity included — not bolted on

Security should be built into managed IT, not sold as a separate line item after a breach. Look for endpoint protection, identity controls (MFA, admin hygiene), and alignment to frameworks like Essential Eight or SMB1001.

What to verify: Is EDR included? Is MFA enforced? What cyber framework do they align to?

4 Microsoft 365 expertise

For most SMBs, M365 is the productivity and security platform. Your MSP should manage licencing, Entra ID (identity), email security, and device management — not just password resets.

What to verify: Are they Microsoft partners? Can they manage Intune/Defender/Entra?

5 Clear SLAs and response time commitments

Vague SLAs protect the MSP, not you. Look for defined response times by severity, with escalation paths and measurement. Ask to see a sample agreement.

What to verify: What are P1/P2/P3 response times? How are SLAs measured and reported?

6 Transparent pricing with no surprise bills

Per-seat pricing is the industry standard for a reason — it's predictable. Watch for MSPs who charge per-ticket, add "project fees" for routine work, or have ambiguous inclusions.

What to verify: What is included per seat? When are project costs charged? Get a sample invoice.

7 MSP transition process

Switching MSPs can be painful if there's no structured handover. A good MSP has a formal transition playbook: discovery, documentation, access, stabilisation, and improvement — not just flipping a switch.

What to verify: What is their onboarding process? How do they handle documentation gaps?

8 Reporting and visibility

You should be able to see what's happening with your IT without having to ask. Monthly reports, ticket trends, security posture, and upcoming renewals should be standard.

What to verify: What reports do you receive? How often? Can you access a live dashboard?

9 Industry experience

IT for a hospitality business is different from IT for a financial services firm. Your MSP should understand your compliance obligations, operational technology, and the consequences of downtime in your context.

What to verify: Do they have clients in your industry? Can they reference PCI-DSS, PMS/POS, or relevant compliance?

10 No lock-in and clear exit terms

You should stay because the service is good, not because the contract makes leaving painful. Check notice periods, data portability, and what happens to your documentation if you leave.

What to verify: What is the notice period? Do you retain access to your documentation?

Part 2 — How Datatech Solutions Measures Up

Below is an honest, specific account of how Datatech Solutions addresses each factor. We encourage you to use this as a direct reference when comparing providers.



Local presence

Perth-based engineers, Burswood office — on-site across metro and South West WA



Proactive model

RMM-driven monitoring, automated patching, and monthly maintenance windows



Cybersecurity built-in

EDR, MFA enforcement, and SMB1001-aligned controls in every managed plan



M365 expertise

Entra ID, Intune, Defender, Exchange Online — full M365 stack management



Clear SLAs

Defined P1/P2/P3 response times in every agreement — measured and reported monthly



Transparent pricing

Per-seat monthly pricing with clearly documented inclusions — no bill shock



Structured transition

Formal 4-stage onboarding: Discovery → Stabilise → Optimise → Partner



Reporting & visibility

Monthly IT report cards covering tickets, patching status, and security posture



Industry experience

20+ years serving Hospitality and Financial Services across WA



No lock-in

Month-to-month agreements available — your documentation is always yours

Quick Reference: Managed IT Comparison

Factor	What good looks like	
Local team	Perth-based, on-site capable	✓ Burswood HQ

Proactive support	RMM, patching, monitoring	✓ Full RMM suite
Cyber included	EDR + MFA + framework alignment	✓ SMB1001 aligned
M365 managed	Entra, Intune, Defender, Exchange	✓ Microsoft partner
SLA clarity	Defined P1/P2/P3 response times	✓ All severity levels
Pricing	Per-seat, all-inclusive, predictable	✓ Per-seat monthly
MSP transition	Documented onboarding playbook	✓ 4-stage onboarding
Reporting	Monthly reports as standard	✓ Monthly report cards
Industry exp.	Hospitality and/or Financial Services	✓ 20+ yrs WA focus
Exit terms	No lock-in, data portability	✓ Month-to-month

Ready to talk to a Perth IT team that checks every box?

Book a free 20-minute Managed IT Triage Call. We'll review your current environment, identify your top 3 risks, and give you an honest view of what good IT support looks like for your business — no sales pressure.

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