

IT Vendor Evaluation Scorecard

Assess and compare IT vendors or MSPs based on critical business, operational, and strategic criteria.

Vendor Name:

Evaluation Criteria		
Rate each category on a scale of 1–5 (1 = Poor, 5 = Excellent)		
Score	Category	Notes
1. Service Scope & Integration		
/5	• Provides integrated IT, cloud, and security services	
/5	• Minimizes reliance on outsourced or siloed partners	
2. Pricing Transparency & Contract Clarity		
/5	• Clear pricing with minimal hidden fees or change orders	
/5	• Flexible contract terms and scalable options	
3. Support & Availability		
/5	• 24/7 US-based support, including weekends and holidays	
/5	• Defined SLAs for response and resolution times	
4. Client Experience & Relationship		
/5	• Dedicated account manager or VCIO	
/5	• Consistent point of contact with knowledge of your environment	
5. Technology & Security Capabilities		
/5	• In-house SOC and automated threat response	
/5	• Advanced cybersecurity services and compliance support	
6. Transparency & Reporting		
/5	• Real-time client portal with access to tickets, metrics, and documentation	
/5	• Proactive reporting and performance insights	
7. Onboarding & Implementation		
/5	• Clearly defined onboarding timeline and steps	
/5	• Smooth transition with minimal disruption	
8. Scalability & Flexibility		
/5	• Ability to grow with your organization	
/5	• Tailored services by industry, size, or compliance needs	
9. Strategic Alignment		
/5	• Offers strategic guidance or virtual CIO services	
/5	• Aligns IT roadmap with business goals	
Total Score ___/45		

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Final Assessment

- Strengths:

- Concerns:

- Recommendation: Yes No Further Review Needed

Additional Questions to Consider

- Do they consolidate IT, cybersecurity, and cloud services into one provider and invoice?
- Can they support regulatory compliance and industry standards?
- How do they handle major incidents or escalations?

Notes & Observations:

MSP Evaluation Checklist

Questions to Ask When Evaluating MSPs

Key Feature / Service	How Sourcepass Delivers	What to Ask Other MSPs
All-in-One IT, Cybersecurity & Cloud	Fully integrated services from one provider—including managed IT, cloud, and cybersecurity—designed to work together seamlessly.	<i>Do you provide a single, integrated solution across IT, cloud, and security—or are these services outsourced or siloed?</i>
Fixed, Transparent Pricing	Clear, upfront pricing with no hidden fees. Scope and deliverables are defined and documented.	<i>What's included in your pricing—and what might trigger additional fees or change orders?</i>
24/7/365 US-Based Support	Round-the-clock support staffed entirely in the U.S., including after-hours and holiday coverage.	<i>Is your support team US-based and available 24/7—including weekends and holidays?</i>
Dedicated Account Team	Named technical and client success contacts who know your business and stay with you.	<i>Will I have a consistent point of contact who understands my environment over time?</i>
Real-Time Client Dashboard	Quest™ Platform gives you visibility into ticket status, project progress, service metrics, and documentation.	<i>Do you offer a real-time client portal with transparency into service metrics and requests?</i>
Proactive Security Monitoring & Response	Integrated Security Operations Center (SOC) with automated alerting and rapid incident response.	<i>Do you have an in-house SOC and automated threat response capabilities?</i>
Onboarding Time Frame	Defined onboarding plan with milestones—often completed in weeks, not months.	<i>How long will onboarding take, and what steps are included?</i>
Scalability & Growth Readiness	Flexible service models that evolve as your business scales—co-managed, fully managed, or project-based.	<i>Can your services scale as our organization grows or needs change?</i>
Digital Transformation Advisory	Strategic IT consulting included—VCIO, cloud migration, workflow automation, and tech roadmap planning.	<i>Do you include strategic guidance or VCIO services in your offering?</i>
Satisfaction Guarantee / SLAs	Performance backed by service-level agreements—and a commitment to client satisfaction.	<i>What SLAs do you offer for response times, resolution, and uptime?</i>
Vendor Consolidation: One Bill, One Team	All services under one roof with unified billing and integrated support.	<i>Can you consolidate my IT, cybersecurity, and cloud services into one provider and invoice?</i>
Customizable Service Plans	Flexible packages built around your goals—not one-size-fits-all solutions.	<i>Can I tailor your services to fit my specific industry, size, and compliance needs?</i>



Sourcepass Advantages

It's not about checking boxes, it's about finding a true business partner.

- **Transparent, Fixed Pricing with No Hidden Fees**
 - Unlike some competitors who use subscription or tiered pricing models that may lead to surprises, Sourcepass offers upfront, clear pricing with defined scopes. This reduces budget uncertainty and builds trust.
- **100% US-Based, 24/7/365 Support**
 - Sourcepass provides round-the-clock support staffed entirely by US-based engineers and technicians, ensuring cultural alignment, faster response, and high-quality communication. Some competitors rely partially on offshore support or have unclear support coverage.
- **Named Dedicated Account and Technical Teams**
 - Clients get consistent points of contact who deeply understand their business, goals, and IT environment—not a rotating pool of technicians. This fosters stronger partnerships and faster issue resolution.
- **Proprietary Real-Time Client Dashboard (Quest™ Platform)**
 - Sourcepass's platform provides clients with full visibility into ticket status, project progress, service metrics, and documentation—empowering transparency and reducing client anxiety. Competitors often provide more basic portals or limited dashboards.
- **Rapid Onboarding with Clear Milestones**
 - The onboarding process is designed to minimize downtime and start delivering value quickly, with defined timelines often measured in days or weeks. Competitors have less clearly defined onboarding timeframes.
- **Fully Integrated, All-in-One IT, Cybersecurity & Cloud Services**
 - Sourcepass delivers a seamless experience combining managed IT, security (SOC), and cloud under one roof with unified billing—reducing vendor complexity and integration risks.
- **Scalable & Flexible Service Models for Growth**
 - Whether co-managed or fully managed, Sourcepass's service plans adapt as businesses grow, avoiding “one-size-fits-all” traps and ensuring alignment with evolving needs.
- **Included Strategic IT Leadership & Advisory (VCIO)**
 - Beyond break/fix, Sourcepass offers ongoing strategic guidance, cloud migration planning, and digital transformation advisory as part of the service—helping clients innovate rather than just maintain.
- **Satisfaction Guarantees & Strong SLAs**
 - Service commitments backed by meaningful SLAs and a client-first satisfaction guarantee give businesses confidence in predictable outcomes and accountability.
- **Vendor Consolidation: One Team, One Bill**
 - By consolidating IT, cybersecurity, and cloud services, Sourcepass eliminates billing headaches and vendor finger-pointing, creating simplicity and alignment.

Why This Matters

For SMB and mid-market companies, these advantages mean:

- Predictable IT costs without surprises
- Better communication and faster issue resolution
- Greater transparency and control over services
- Faster time to value and less disruption
- One trusted partner for all IT needs
- Strategic IT roadmap aligned with business goals

