XCD IT
XCDING YOUR EXPECTATIONS

Managed IT Provider Scorecard

Compare up to three providers on the 12 questions that matter before you sign. Score each answer from **1 (poor)** to **5 (excellent)**. Low scores on questions 1, 2, 5 or 11 are a serious warning sign, whatever the total.

Question · what a good answer looks like	Provider A	Provider B	Provider C
Provider name			
1. What exactly is included in the monthly fee, and what isn't? Written inclusions list, plus extras and their rates.			
2. What are your response and resolution times? Both times, by priority level, written into the contract.			
3. Who will actually answer when we call? Local team, named contact, clear escalation path.			
4. How do you handle cybersecurity, and which frameworks do you follow? Security included as standard, Essential Eight, own certification.			
5. How do you back up our data, and when did you last test a restore? Microsoft 365 included, stored separately, regular tested restores.			
6. Do you provide on-site support in our area, and what does it cost? Clear on-site rates and realistic travel times.			
7. How do you manage Microsoft 365? Configuration review, licence management, security enforced.			
8. What happens during onboarding? Documented plan, initial audit, timeline, handover process.			
9. How will we know what you're doing for us? Monthly plain-English report, at least quarterly reviews.			
10. Do you have experience in our industry? Current clients in your industry and references you can call.			
11. What are the contract terms, and how do we leave? Fair notice, no hidden exit fees, full handover in writing.			
12. How will you help us plan ahead? Annual IT roadmap and budget, reviewed with you.			
Total (out of 60)			

| Blue marker = critical question. A low score here should rule a provider out.

Red flags checklist

Tick any red flag you notice during your conversations. One tick is worth a follow-up question; two or more should slow you down.

Red flag	A	B	C
No numbers in writing (response times, inclusions, fees)			
Pressure to sign quickly			
Microsoft 365 tenant, domain or licences held in their name			
Security sold as an add-on, or MFA not enforced by default			
Long lock-in with exit fees and no handover clause			
Can't say when they last tested a backup restore			
No local team or named contact			
No references in your industry			

Notes

Provider A
Provider B
Provider C

Put XCD IT to the test. Ask us all 12 questions and we'll answer in writing. SMB1001 Gold certified, Microsoft Partner, supporting businesses across Brisbane, the Gold Coast, the Sunshine Coast and Sydney since 2005.

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