# How to Evaluate an MSSP
## A Practical Checklist for SMBs

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# Why This Checklist Matters

Choosing a Managed Security Service Provider (MSSP) is a critical decision — especially for small and midsize businesses navigating compliance, threats, and tight budgets.

This checklist gives you a clear, actionable framework to compare vendors and find the right fit for your business. Whether you're just starting your search or narrowing it down to a few providers, use this as your reference.

# 1 Service Coverage

Make sure the MSSP offers:

**24/7 threat monitoring and incident response**

**Endpoint protection and patch management**

**Cloud security and network defense**

**Backup and disaster recovery support**

**Security awareness training for staff**

# Compliance Expertise 2

Does the provider:

**Support HIPAA, PCI-DSS, or SOC 2 compliance?**

**Offer documentation and audit-ready reports?**

**Understand the regulatory needs of your industry?**

## 3 Transparency & Communication

Ask yourself:

**Do they offer clear SLAs and monthly reporting?**

**Is their support team responsive and easy to reach?**

**Can they explain risks in business—not just technical—terms?**

## Scalability & Flexibility 4

**Can they adapt as your business grows or shifts?**

**Do they support hybrid or remote work environments?**

**Is onboarding simple and fast?**

# 5 Pricing & Contracts

Is pricing clear, predictable, and scalable?

Are there hidden fees or long lock-in periods?

Do you understand exactly what you're paying for?

# Bonus: Questions to Ask Before Signing

✓ "How do you handle a ransomware attack in real time?"

✓ "Can you provide references from businesses like mine?"

✓ "What's your onboarding process and timeline?"

✓ "What KPIs will you track to show value over time?"

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# Lumen21 | Final Tip

*A strong MSSP won't just sell you tools — they'll offer peace of mind, regulatory confidence, and long-term partnership.*

**Need help evaluating providers?**

**Schedule your free consultation**

Lumen21 specializes in IT security and compliance. It offers a range of solutions and services for organizations that enable them to leverage the latest technologies and meet their regulatory and security responsibilities. Lumen21 facilitates the compliance process and enables companies to measure, monitor, report, and improve it. Lumen21 offers its O365+ Compliance Service, which leverages Microsoft products such as O365 Enterprise, Enterprise Mobility, Device Management, and Azure Storage, implementing the necessary controls, configuring and monitoring them to meet regulatory standards. Therefore, at Lumen21, we believe that regulatory compliance is not a simple declaration, but a continuous, verified, and certified process. You can learn more about our solutions that help you comply with regulations in your IT operations and improve your security. To do so, please contact us at sales@lumen21.com or visit us at www.lumen21.com

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