Service Attachment Selection Guide for MSPs

Align Your Service Offerings with the Right Contract Terms

This guide will help you match your services to the appropriate service attachment, ensuring clarity and consistency in your client agreements. Each service attachment includes terms specific to the service being offered, addressing client expectations, responsibilities, and risk allocation.

Service Attachment for Managed Services

Covers:

- [ ] Services clearly described
- [ ] Exclusions explicitly stated
- [ ] Service levels detailed
- [ ] Scope adjustment provisions included

When to Use:

This attachment is ideal for MSPs offering comprehensive IT management solutions. Use it to cover general IT support, cloud services, data backups, cybersecurity services, and communication solutions like VOIP.

Service Attachment for Co-Managed IT

Covers:

- [ ] Collaborative IT management where MSPs work alongside an in-house IT team.

When to Use:

This attachment is for clients who have their own IT staff but need additional support for specific tasks or projects. It defines roles, responsibilities, and points of collaboration between your team and theirs.

Service Attachment for Managed Database

Covers:

- [ ] Database administration, optimization, monitoring, and support.

When to Use:

For clients relying on databases for critical operations, this attachment provides terms for maintaining database performance, security, and availability.

Service Attachment for Managed Penetration Testing

Covers:

- [ ] Regular penetration testing services to identify vulnerabilities in client systems.

When to Use:

Use this attachment for clients seeking proactive cybersecurity measures to protect against threats by simulating attacks on their IT environment.

Service Attachment for Managed Access Control

Covers:

☐ Implementation and management of access control systems, including hardware and software solutions.

When to Use:

For clients needing secure physical or digital access solutions, this attachment defines responsibilities for installation, monitoring, and support.

Service Attachment for Managed Surveillance

Covers:

☐ Design, implementation, and maintenance of video surveillance systems.

When to Use:

Ideal for clients needing video security solutions to monitor and protect physical locations.

Service Attachment for Managed Compliance

Covers:

☐ Ongoing support to help clients meet compliance requirements for industry regulations such as HIPAA, GDPR, or CMMC.

When to Use:

For clients operating in heavily regulated industries, this attachment outlines how you'll assist them in maintaining compliance.

Service Attachment for Managed AI

Covers:

☐ Development, deployment, and monitoring of AI solutions tailored to client needs.

When to Use:

Use this attachment for clients implementing AI-driven solutions to automate processes or gain insights from data. It addresses responsibilities for training, deployment, and ethical considerations.

How to Use This Guide

1. **Map Your Services:** Identify the services you offer and match them with the corresponding service attachment.
2. **Tailor Attachments:** Customize the terms in each attachment to reflect the scope, pricing, and exclusions specific to the client.
3. **Integrate Attachments into Your MSA:** Attach these documents to your Managed Services Agreement to create a comprehensive, client-specific contract.

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