



the results company

# Switching Managed Services Providers: What to Expect with HSO

## Common Concerns

Will the transition be smooth?

Will there be downtime?

How do I know I'm choosing the right partner?

### Our Promise

A structured, low-risk transition designed for continuity and confidence.

## HSO's Seamless Transition Process

### 1 Pre-Transition Planning

Laying the groundwork for success

- ✓ Full technical health check (Dynamics 365, Azure, data estate, integrations)
- ✓ 8–10 structured knowledge transfer sessions
- ✓ Client-specific runbook created (processes, customizations, integrations)

#### OUTCOME

No surprises at go-live

### 2 Governance & Communication

Clear ownership. Clear communication

- ✓ Dedicated Service Delivery Manager (SDM)
- ✓ Defined escalation paths & RACI model
- ✓ Regular checkpoints and status updates

#### OUTCOME

Transparency and accountability

### 3 Risk Mitigation

Protecting your business at every step

- ✓ Phased onboarding with milestone readiness checks
- ✓ SLA tracking and proactive monitoring
- ✓ Early validation of system access
- ✓ Microsoft Secure Score monitoring
- ✓ Shadowing & reverse-shadowing sessions

#### OUTCOME

Stability, security, and continuity

### 4 Technical Onboarding

Visibility from day one

- ✓ Deployment of HSO monitoring tools
- ✓ ITSM tooling implementation
- ✓ Alignment to HSO service management standards

#### OUTCOME

Real-time insight and consistent support

### 5 Go-Live & Hypercare

Extra support when it matters most

- ✓ 30–60 days of hypercare support
- ✓ Rapid issue resolution
- ✓ Stabilization of operations

#### OUTCOME

A confident, supported transition

### 6 Continuous Improvement

Beyond support—true partnership

- ✓ Ongoing health checks
- ✓ Improvement recommendations
- ✓ Roadmap prioritization
- ✓ Quarterly advisory reports

#### OUTCOME

Long-term optimization, not just maintenance

## What You Can Expect with HSO

- ✓ Executive alignment & stakeholder interviews
- ✓ Early environment assessment & expert recommendations
- ✓ Meet your SDM and Customer Care Lead early
- ✓ Phased transition roadmap with clear milestones
- ✓ "Shadow mode" before full takeover
- ✓ Early wins through advisory workshops
- ✓ Standard monitoring deployed immediately
- ✓ Regular feedback loops
- ✓ Shared-risk hypercare model
- ✓ Flexible contracts—no early lock-in

## Switch With Confidence

Changing managed services partners is a big decision. With HSO, it's a guided journey—not a leap of faith.

Ready to make the switch?

Discover a better way to manage your IT services

[hso.com](https://hso.com)