

worksheet

Managed Service Providers Evaluation





Cultural Fit

How does their strategy and execution align with your institution's mission and integrity?



Technical Fit

What evidence exists that their services are reliable and high-performing?



Financial Fit

How have they demonstrated an understanding of your financial model and how they will work within it? How will they be stewards of your institutional resources?



Operational Fit

What is their deployment and support model and how do they minimize your need for oversight?

SWOT Analysis

Now that you have evaluated the four fits, let's overlay the concept of the SWOT analysis.

As you evaluate the strengths, weaknesses, opportunities, and threats of each potential partner, frame your thoughts within the four fits.

STRENGTHS

(Culture, Technology, Finances, Operations)

WEAKNESSES

(Culture, Technology, Finances, Operations)

OPPORTUNITIES

(Culture, Technology, Finances, Operations)

THREATS

(Culture, Technology, Finances, Operations)

ABOUT APOGEE

Established in Austin in 1999, Apogee is a leading provider of managed technology services that enable colleges and universities to innovate to enrich the campus experience and foster student vitality. Uniquely positioned to serve higher education, Apogee supports a community of more than one million students and administrators at nearly 400 colleges and universities nationwide.

The company's comprehensive managed services portfolio includes managed campus networks and IT services, residential networks (ResNet), campus engagement, and cable TV and streaming video.

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