Overcoming analysis paralysis in a sea of technology

The key to not getting overwhelmed when there are just too many options out there is pinpointing your non-negotiables. Understand what you need out of your tech and don't settle for less.

When you're considering a new solution or auditing your existing ones, map your needs to what the tool can deliver. Use this table to guide your next tech investment:

Strategic fit

Ask yourself:
Will this tool help us meet our business goals? Does it support the clients and industries we serve most often?

Functionality

Ask yourself:
Can this tool replace multiple tools or workflows we currently manage separately?

Integration

Ask yourself:
How well does it integrate with our existing RMM, PSA, MDM, and other systems? Will it help us automate or create more manual work?

Ease of use

Ask yourself:
Is the tool user-friendly regardless of technical expertise? How steep is the learning curve for onboarding?

Security

Ask yourself:
Does it comply with security standards? Will it strengthen our security posture?

Cost vs. ROI

Ask yourself:
How much will this tool truly cost, including time to implement? Can we tie its use to improvements in revenue, time, or service?

Support

Ask yourself:
How responsive and helpful are their support staff? Do they regularly release useful updates?

Scalability

Ask yourself:
Will this tool still be useful to us in 12-24 months?

Vendor partnership

Ask yourself:
Does this vendor actively support MSP success? Do they provide resources or marketing support?