



# The MSP **break-up** guide

When you've outgrown your IT provider



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# Introduction

This isn't couples counselling. This is an intervention. Your partner just happens to be a Managed Service Provider (MSP), and we're the brutally honest friend telling you to pack your bags.

We get it, they swept you off your feet with promises and shiny dashboards. They checked in, offered ideas, and seemed committed. But now? They've stopped putting in the effort and provide zero proactive guidance. You're lying awake at 2 a.m. asking yourself, **"Is it me? Am I the drama?"**

So, we created **this guide** to help you spot the red flags, plan your exit, and find a partner who actually treats you right.



# Recognising the red flags

The warning signs start small. A delayed email here, an unexpected charge that makes no sense. At first, you brush them off. But those small cracks become deep fissures that cost you more than patience. They cost you uptime, client trust, and the ability to scale. The longer you ignore them, the more you normalise subpar service until it becomes business as usual.

## The classic red flags (and why they're dangerous):

### No proactive advice:

They react to problems but don't proactively advise you on the correct tech environment for your growing needs. Without this foresight, you're stuck making short-term fixes instead of future-proofing.

### Ghosting:

You get responses, but it always feels like you're being pushed aside. Just quick replies with no real attention or urgency. They never fully prioritise you, and the delays leave downtime unaddressed, costing you productivity, frustrating clients, and wasting opportunities to strengthen your systems.

### Cookie-cutter service:

They expect you to fit into their rigid mold, treating every client the same instead of tailoring solutions. There's no effort to understand your unique goals or challenges. Just a copy-and-paste approach that ignores what makes your business different.

### Surprise invoices:

Unexpected charges erode your budget and make forecasting impossible. It's hard to grow when your MSP is a financial wildcard.

### Tech stuck in 2015:

Without hybrid work solutions, modern security, or scalability, you're left exposed to threats and unable to keep pace with more agile competitors. They still treat you like the same tiny start-up you were years ago, ignoring your growth, stunting innovation, and leaving your systems underpowered.

### Firefighter mode:

Only showing up when disaster strikes means constant disruption, costly fixes, and no long-term stability.

If you're nodding along to more than one of these, it's not just a rough patch. **It's a liability disguised as a partnership.**

# Knowing when to call it

You've tried to "work on things." You've had the conversations, given them grace, and waited for improvement. But the truth is, whether you like it or not, your IT will define your growth. Even if you're not ready to walk away yet, you have to start thinking about it, because no business strategy will succeed without the right technology behind it.

If your provider isn't proactively aligning your tech with your business goals, it's your obligation to leave. IT needs to understand your strategy in order to enable it, and a partner who can't (or won't) do that is holding you back.

Hanging on out of habit is dangerous: operational bottlenecks, mounting security risks, and slow service will only snowball into bigger issues.

Staying just because it's familiar? That's the business equivalent of dating someone because you've met their mum. **Comfortable, but keeping you from something much better.**



# The escape plan

If your MSP isn't showing up for you, treating you like a 10/10 client, and doing the heavy lifting, you shouldn't still be there. The right MSP takes care of the hard parts so you don't have to. They plan, audit, transition, secure, and onboard without you having to do all the heavy lifting — aligning your tech with your goals from day one.

## Here's what the right partner handles for you:

### 1. Map your needs:

The right MSP should work out what kind of tech environment will set you up for the next three to five years. This means understanding your growth plans, industry requirements, and how your systems should evolve to support them.

### 2. Audit your assets:

The perfect MSP should make a full inventory of your licences, hardware, credentials, and backups. This is so they know what's yours and what's tied to your ex-MSP.

### 3. Plan the transition:

Your perfect MSP should overlap services so there's zero downtime. A well-planned handover means your operations keep moving without a hitch, instead of grinding to a halt mid-break-up.

### 4. Brief your team:

They should give your people a heads-up, set clear expectations, and provide training on any new systems so that you can hit the ground running.



# The partner you deserve

Vodacom Business isn't your rebound. We're the partner who turns up on time, listens to your needs, and keeps every promise, the one who makes you wonder why you ever settled for less. We'll do all the heavy lifting so you can sit back and relax.

**On top of that, we make sure you're always ahead of the curve by delivering:**

## Scalability baked in:

If your business takes off, we keep pace. No awkward "we're not ready for that" conversations.

## Local support and enterprise expertise:

Real people who know your name, backed by enterprise-grade skill. No tickets lost in a black hole.

## Security and compliance as standard:

You get top-tier protection and regulatory peace of mind without surprise add-ons.

## Transparent pricing:

Your budget stays predictable, with every cost clear upfront. No mystery fees, no awkward money talks.

**We're everything your old MSP wasn't:** proactive instead of reactive, transparent instead of cryptic, and committed instead of complacent.



# Closing

Breaking up is hard. Unless the next partner is everything you've been missing. Every extra day you stay with the wrong MSP is a day you lose momentum, trust, money, and opportunities you can't get back.

The right partner makes you feel like their top priority, does the heavy lifting without being asked, and keeps your tech strategy moving in sync with your business goals.

If your MSP has turned into dead weight, it's not just time to leave, it's time to move up to a relationship that actually makes your business stronger. Your MSP determines your growth, and staying put simply because it's more comfortable could quietly hold you back from reaching your full potential.





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