



HOW TO **BREAK UP** WITH YOUR IT PROVIDER

A practical guide for transitioning away from your current IT team.

THERE'S A LOT OF REASONS TO **HATE YOUR IT.**

Some sell you out to private equity, some offshore your support, some don't bother to respond until it's too late, and some even send you YouTube videos to solve your problems yourself (true story). If you're ready for a breakup here is how to do it without hitting snags or blowing up your business



KNOW WHY YOU'RE DONE

Don't leave unprepared. Be clear on what's not working—slow response times, weak support, bad communication, lack of growth... whatever it is, write it down with specific examples and timelines. You'll need it for the breakup convo, the **talk** (and maybe for legal).



READ THE FINE PRINT

Your MSP contract should have exit clauses, notice periods, and termination proceedings.

Find it. Read it. Know it. Don't get blindsided by legal garbage.



LOCK IN YOUR NEW IT PROVIDER **FIRST**

Never leave without a backup. Pun intended. Before saying goodbye, hire your next MSP.

Let them lead the transition and handle communication after the **talk**. If they're legit they'll have done it a few times.



MAKE IT OFFICIAL

Time for the **talk**.

Be clear. Be direct. Give them notice (based on your contract). Stay professional, even if you're ready to light them on fire.



PLAN THE EXIT

Work with both providers to map out the handoff.

- Who gets access to what, and when?
- What needs to be backed up and transferred?

Ask for this from both providers in writing before offboarding proceedings start.

Make sure you walk away with:

- All passwords - domains, websites, firewalls, servers, shared drives, etc.
- All licenses - Office 365, Intune, QuickBooks, firewalls, Windows, etc.
- A full device inventory + network map.

Ownership of your hardware, data, software licenses, and domain names is essential. If they bought it for you, you better know what's in your name.



TAKE YOUR DATA AND LOCK IT DOWN

Don't assume anything. Make sure all your data is:

Backed up, Verified, Securely transferred, and 100% under your control.



TELL YOUR PEOPLE

Keep your team and partners in the loop. No one likes surprises.

BEFORE YOU MAKE THE BREAK

You don't owe loyalty to a provider that's holding you hostage and taking advantage of your good will. If they've stopped showing up, stopped leveling up, or started treating your business like a guaranteed annuity, it's time to move on.

OWN

YOUR STUFF

YOUR BUSINESS

THE TRANSITION

BREAK UP WITH YOUR IT.



**RED TEAM
IT**

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