



"Makes you question every past IT decision you've ever made"

THE NON-PROFIT IT BUYERS GUIDE

*12 Things to Know Before Choosing
a New IT Provider so You Don't Lose
Time, Money, or Your Sanity*

**ALLSECTOR
TECHNOLOGY**

THE NON-PROFIT IT BUYERS GUIDE

When you choose an IT provider as a non-profit organization, you're not just buying support. You're choosing who gets access to the inner workings of your business, and potentially sensitive/protected data.

And yet, most Non-Profit business owners are left to make that decision with nothing more than a gut feeling, restrictive budget, and a vague proposal.

This book aims to change that.

Written by an experienced MSP owner, with nearly two decades of success, specializing in and aligning with the Non-Profit Sector, The Small Business IT Buyers Guide gives you the essential questions, practical insights, and behind-the-scenes understanding you need to make a confident, informed decision about your technology partner.

Inside, you'll discover:

- ✔ What separates a true partner from a generic provider
- ✔ The hidden costs and red flags that rarely get discussed
- ✔ How to evaluate proposals, service agreements, and onboarding timelines without needing a translator

www.allsector.com



ABOUT STEVEN PENA

Steven Pena is a partner and co-founder of AllSector Technology, a managed IT solutions and services company that helps small, mid-sized, and enterprise businesses stay productive, protected, and one step ahead of the chaos. With years of hands-on experience, he's seen what happens when companies get IT right, and what happens when they don't.

THE NON-PROFIT IT BUYERS GUIDE

12 Things to Know Before Choosing a New IT Managed Services Provider so You Don't Lose Time, Money, or Your Sanity

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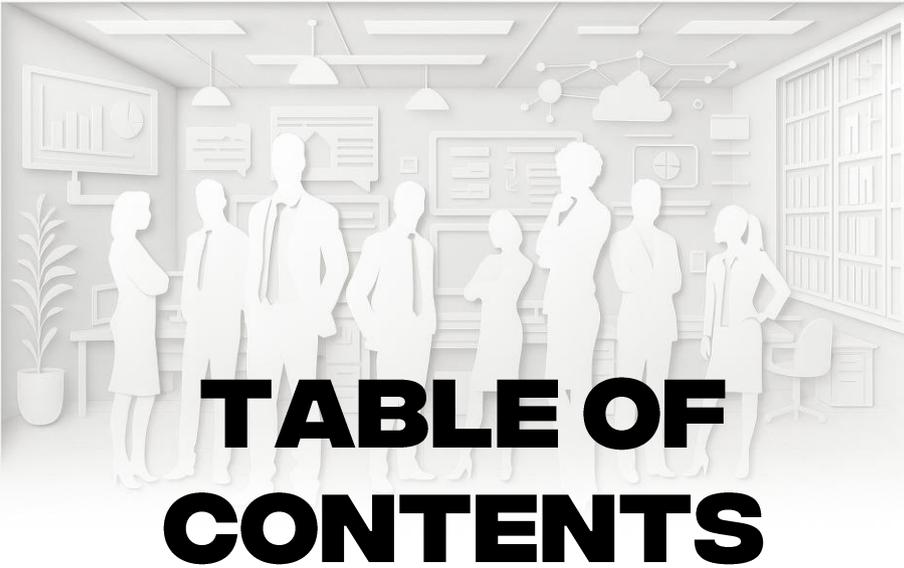


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Personal Note

From One Business Owner to Another

Dear Mission-Focused Reader,

If you're reading this, there's a good chance you're looking for an IT provider, for your Non-Profit organization, or at the very least, wondering if your current one is still pulling their weight.

Either way, I'm glad you picked this book up.

I run an IT Managed Services and Solutions Provider myself, and over the years, I've had countless conversations with non-profit business owners, board members, and executive staff who were burned by their previous provider, overwhelmed by tech jargon, or just plain tired of guessing what "good IT" is supposed to look like.

This book is the outcome of those conversations.

That said, it's probably not what you'd call your "normal" book.

I don't expect you to read this cover to cover with a cup of tea and a highlighter. (Unless that's your thing, in which case, by all means carry on.)

Think of it more like a toolbox than a novel.

You don't start with a wrench and work your way to screwdriver. You grab what you need when you need it.

Flip to the specific chapter that aligns with what you're dealing with right now. Get your answer, find a good IT provider, and forget this book exists.

If you do that, then my job is done.

And I say that because I'm not here to sell you anything.

I'm here to walk you through the 12 simple questions I believe everyone should ask before signing an IT contract.

These are the same questions I'd want my own clients, friends, and family to ask if they were picking someone to manage their systems, protect their data, understand compliance and regulatory requirements, and keep the business running.

By the time you're done with this book, you'll know:

- How to become immune to shady "bait and switch" tactics of many IT providers
- What to look for in an IT agreement before you sign it, so you don't get stuck with hidden fees, auto-renew traps, or missing services.
- How to protect your business from downtime, data loss, breach and blame games when switching providers.
- The most common red flags IT providers try to hide during sales calls, and how to spot them
- How to tell the difference between a provider who actually wants to help your business grow... and one who just wants your monthly payment
- The warning signs that your current provider might be coasting, even if things seem "fine" on the surface
- How to choose the best type of IT support for your organizations mission, needs, and budget

And more!

Some of the pages will confirm what you already suspected. Others might make you look at your current setup a little differently.

Either way, the goal is to give you clarity without the usual tech nonsense.

So flip through and feel free to take notes. Or just mentally tally up the red flags you've already spotted. That works too.

Regards,



Steven Pena | CISSP

Partner, AllSector Technology

"In the moment of decision, the best thing you can do is the right thing. The worst thing you can do is nothing."

— Theodore Roosevelt

The Non-Profit Advantage Starts with Choosing the Right Technology Partner

Every non-profit exists to create impact.

To feed families.

To save lives.

To support healing.

To uplift communities.

To change the world in ways that cannot be measured by revenue or profit—
but by human outcomes.

And behind every strong mission is a strong foundation of technology that helps teams collaborate, communicate, protect sensitive data, scale services, and stay compliant with increasing regulatory demands.

But here's the truth every non-profit leader already knows:

Technology is no longer optional — it is mission-critical.

Your programs rely on it.

Your staff depend on it.

Your funders expect it.

Your clients trust you because of it.

And yet, non-profits often face:

- Limited and unpredictable budgets
- Slow or delayed funding cycles
- Aging infrastructure
- Increasing cybersecurity threats
- Demanding compliance frameworks
- Staff turnover or under-resourced IT teams
- Difficulty accessing grants or federal subsidy programs
- Vendors who don't understand non-profit challenges

For nearly two decades, AllSector Technology has stood beside organizations just like yours

We've helped non-profits navigate:

- The early days of VMware/ Hyper-V virtualization
- The shift to Microsoft 365's nonprofit licensing program
- The complex evolution of cybersecurity and compliance
- Automation and optimization to lower TCO
- Cloud adoption and hybrid work
- The rise of AI and modern analytics
- Grant-backed technology modernization
- Co-Managed IT strategies that empower in-house staff

We've learned one thing above all:

When a non-profit has the right IT partner, the entire organization transforms.

Efficiency increases.

Costs decrease.

Risk shrinks.

Funding stretches further. Staff morale rises.

Impact grows.

Your mission becomes amplified.

This guide will help you choose the partner who can help you reach that future — even if it isn't us.

(Though when you finish reading, we're confident you'll understand why so many non-profits choose AllSector.)

BEFORE DIVING IN

If you're like most business owners I talk to, you didn't wake up excited to choose an IT provider.

The goal of this guide is to make the whole process easier and a lot less frustrating. These 12 questions are here to help you figure out if someone's actually going to have your back, or offer poor service.

What you'll find inside:

-  12 straight-to-the-point questions
-  What good answers sound like
-  Red flags to watch for
-  A few things you might not have thought to ask

You'll also find a handful of extra tools to help you compare providers and make smarter decisions without spending hours Googling things.

Bonuses Included:

-  Quick-Compare Worksheet
A checklist to vet your top 3 IT Providers side-by-side.
-  Plain-English Tech Jargon Decoder
A breakdown of 50 common terms an IT provider might use.
-  IT Setup Breakdown
A guide that helps you determine the level of support you need.
-  Sales Call Vetting Agent
A list of key questions to ask an IT Provider during a sales call.
-  How to Read a Service Agreement Without Falling Asleep
A guide to help you never fall prey to a bad Service Agreement

CHAPTER 1

12 Things Every Non-Profit Should Know Before Choosing an IT Provider



Technology can either accelerate your mission — or quietly erode it.

Most non-profits don't experience an IT "disaster" overnight.

What happens instead is subtle:

- Tickets take slightly longer to resolve.
- Small outages become normal.
- Staff frustration increases.
- Compliance tasks slip.
- Reporting becomes harder.
- Systems feel slower every month.

This chapter outlines the **12 critical things non-profit leaders must know** before choosing an MSP, whether you have no IT staff, one overwhelmed generalist, or a full team.

1. Not all MSPs understand non-profits — and it matters.

Most IT providers are built for corporate environments.

But non-profits operate differently:

- Funding can be restricted.
- Technology may need to support extremely high caseloads.
- Compliance requirements vary widely (HIPAA, 42 CFR Part 2, HUD, HiTrust, CJIS, FERPA, etc.)
- Staff may be hybrid, mobile, frontline, or volunteer-based.
- Every dollar must be spent wisely and with accountability.

Choose a partner with *real* non-profit experience — ideally one that has supported organizations your size, budget, and mission category.

AllSector has supported human services, healthcare, behavioral health, education, housing, and community impact agencies for nearly 20 years.

2. Your MSP should help you unlock funding, not drain it.

A strong MSP doesn't just "charge less."

They help you **access more**.

Ask whether your MSP:

- Helps identify available grants
- Partners with a grant management firm
- Assists with federal subsidy programs like FCC's Rural Healthcare Program
- Provides documentation for funder audits
- Helps justify IT roadmaps for grant proposals

AllSector is an enrolled **498SPIN ID vendor**, providing access to subsidies that cover **up to 65% of eligible telecom and broadband costs**, and we partner with a grant management firm to help maximize funding across multiple streams, including FEMA grants, nonprofit security grants, and state-level programs.

3. The best MSPs build technology around *your mission*, not their stack.

Beware of IT providers who push:

- One security product
- One backup system
- One cloud solution
- One monitoring tool
- One way of doing things

That's convenience for *them*, not strategy for *you*.

Your IT partner should:

- Right-size every solution
- Offer multiple pricing tiers
- Design multi-year roadmaps aligned to your strategic plan
- Provide risk-based recommendations
- Avoid vendor lock-in traps

AllSector tailors every solution to your mission, constraints, and future growth — never forcing a one-size-fits-none model.

4. Cybersecurity is no longer optional — especially for non-profits.

Non-profits are among the **top 3 most targeted sectors** globally. **Why?**

Because attackers know:

- Non-profits store sensitive data
- Many have legacy systems
- Compliance gaps are common
- Staff often wear many hats
- Budgets are tight

Your MSP should offer:

- 24x7 monitoring
- SIEM/SOC services
- MFA/conditional access enforcement
- Zero-trust frameworks
- Dark web monitoring
- Regular risk assessments
- Compliance mapping
- Incident response planning

AllSector's cybersecurity practice is led by a **CISSP**, a credential globally regarded as equivalent to a master's-level certification and recognized across the EU and UK via RQF Level 7 comparability.

5. Automation should reduce your costs — not inflate your contract.

True automation should:

- Lower support volume
- Speed up remediation
- Optimize systems
- Prevent repeat issues
- Reduce infrastructure costs

AllSector builds custom automations for:

- Device optimization
- Patch compliance
- Remediation workflows
- User onboarding/offboarding
- Security hardening

This reduces TCO and stretches your funding further.

6. Co-Managed IT can transform organizations with in-house staff.

Non-profits often have:

- One IT generalist
- A small tech team
- Overworked directors
- Skills gaps
- Limited enterprise-grade tooling

Co-Managed IT provides:

- Shared ticketing
- Shared monitoring
- Project collaboration
- Access to enterprise toolsets
- Escalation to senior engineers
- Increased visibility
- Training opportunities

AllSector specializes in empowering NFP IT teams — not replacing them.

7. Compliance needs to be proactive, not reactive.

A good MSP should help you stay ahead of:

- HIPAA
- 42 CFR Part 2
- NIST CSF
- DFARS

- CJIS
- PCI
- FERPA
- State privacy laws

AllSector incorporates compliance alignment into every engagement — not just as a paid add-on, but as part of keeping your organization safe.

8. The MSP you choose should feel like a partner, not a vendor.

Non-profits thrive on relationships, not transactions.

Your MSP should:

- Understand your mission
- Attend planning meetings
- Offer roadmap sessions
- Communicate with empathy
- Provide context, not jargon
- Celebrate your wins

You should never feel like “just another ticket.”

9. Transparency into tickets, projects, and costs is essential.

Non-profits need accountability.

You should have:

- A branded admin portal
- Visibility into every ticket
- Project timelines
- Asset inventories
- Quotes, invoices, renewals
- Documentation
- Compliance artifacts
- Easy procurement workflows

AllSector provides a **custom-branded IT admin portal** for every client — included at no cost.

10. Scalability matters even when your budget doesn't.

Your technology must support:

- Staff growth
- New grants
- New programs
- Additional sites
- Hybrid work
- Mobile staff
- Telehealth or virtual services

Your MSP should guide growth, not restrict it.

11. Disaster recovery and continuity planning are mission-critical.

You cannot deliver services if:

- Email goes down
- Your phones fail
- A ransomware attack hits
- A server dies

Ask MSPs about:

- RPO/RT0 commitments
- Backup frequency
- Offsite replication
- Cloud failover strategies

Non-profits cannot afford downtime — and neither can the communities you serve.

12. You deserve an MSP that believes in your mission.

You need a partner who:

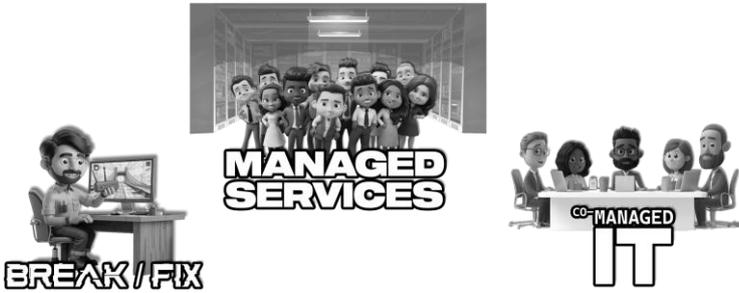
- Advocates for you
- Cares about impact
- Understands funding constraints
- Helps you do more with less

AllSector's legacy is rooted in serving non-profits.

We don't just understand your world — **we come from it.**

CHAPTER 2

The Three Types of IT Support (and Which One Non-Profits Actually Need)



The Three Types of IT Support

(and Which One Non-Profits Actually Need)

Every nonprofit leader eventually realizes something:

Not all IT support is created equal.

Some providers are reactive. Some are transactional. Some are glorified break-fix shops with a new name. And very few understand the delicate balance between **mission, budget, compliance, staff workflow, and long-term sustainability**.

This chapter breaks down the **3 universal models** of IT support so you can clearly identify what your organization truly needs — not what a vendor wants to sell you.

TYPE 1 — “Help Me When Something Breaks” (Break/Fix)

This is where most nonprofits start because it seems affordable:

- Something breaks
- You call
- You get a bill

It works fine...

...until it doesn't.

Break/fix becomes a problem when:

- The same issues repeat
- Delays slow down staff
- Compliance tasks get missed
- Your infrastructure ages
- You fall behind on security
- You experience downtime
- You experience funding delays
- Tech debt piles up quietly, month after month

Break/fix is the **illusion of cheap**, masking the long-term cost of recurring problems, vulnerabilities, and inefficiencies.

For nonprofits, break/fix almost always leads to:

- A reactive culture
- Looming risk
- Increasing costs
- Staff frustration
- Limited predictability

If your mission is too important for guesswork, break/fix is no longer enough.

TYPE 2 — Fully Managed IT Services

This is the model high-performing nonprofits adopt when:

- They want stability
- They need a proactive partner
- They require grant-ready documentation
- They need compliance guidance
- They cannot afford breaches or outages
- They need predictable monthly budgeting

Managed Services gives your nonprofit:

- 24x7 monitoring
- Cybersecurity & compliance alignment
- Predictable billing
- Proactive maintenance
- Automation & optimization
- Faster support
- Vendor management
- Strategic IT roadmapping

The right MSP becomes an extension of your organization — maintaining systems, supporting staff, reducing costs, protecting data, and aligning technology with your mission.

Why it's ideal for nonprofits:

- Predictable budgeting
- Better outcomes with fewer resources
- Access to enterprise tools
- Alignment with funder expectations
- Greater IT maturity
- More efficient service delivery
- Evidence and documentation for grants
- Lower total cost of ownership

But for nonprofits with internal IT staff, there's a third model that can be *transformational*...

TYPE 3 — Co-Managed IT (*Internal Staff + MSP Partnership*)

This is a modern hybrid approach where **your team and our team work together** with shared visibility, shared tooling, and shared responsibility. It's perfect for nonprofits that already have IT staff but need:

- Higher-level expertise
- Project assistance
- Escalation support
- Enterprise-level monitoring
- Automation tools
- Ticketing & process structure
- After-hours coverage

Co-Managed IT turns a small internal IT team into a **high-capacity, well-supported, enterprise-grade department** — without the enterprise-grade costs.

What nonprofits love about Co-Managed:

- **Empowers internal IT**, not replaces it
- Gives internal staff access to tools they could never afford independently
- Enhances security and compliance alignment
- Expands team capability

- Provides shared ticketing, shared monitoring, shared reporting
- Offers escalation to senior engineers & architects
- Reduces burnout
- Reduces turnover
- Reduces risk

Your team stays in control — with AllSector beside them, not above them.

Which Type Is Best for Your Nonprofit?

Here's the simplest way to look at it:

Your Situation	Best Fit
No IT Staff	Full Managed Services
One IT generalist	Co-Managed IT
IT Team with capability gaps	Co-Managed IT
High complexity or compliance needs	Managed or Co-Managed
Limited budget, aging systems	Managed Services
Need Structure, automation & documentation	Managed or Co-Managed
Growing Organization with grants incoming	Managed or Co-Managed

CHAPTER 3

Why Non-Profits Switch MSPs (These 9 Reasons Tell the Whole Story)



Nonprofits rarely switch MSPs on a whim.

It's almost always the result of **slow-burning frustration**, mounting concerns, or a deteriorating relationship that's quietly hurting the mission. After supporting nonprofits for nearly two decades, we've heard the same themes again and again.

If ANY of these resonate with you, you're not alone — and switching may be overdue.

1. Slow Response Time That Disrupts Your Team

Your staff cannot wait 2–3 days for support.

Your programs cannot pause for missing passwords or broken printers.

Your mission cannot slow down because an MSP is “working through a queue.”

Nonprofits need:

- Fast response
- Clear SLAs
- 24x7 support for emergencies

If you constantly hear:

“Submit a ticket and we'll get back to you when we can...”

...it's a red flag.

2. No Strategic Roadmapping

Your MSP should help you plan:

- 1-year upgrades / 3-year lifecycle
- 5-year sustainability
- Compliance alignment
- Risk mitigation
- Funding opportunities

Most MSPs avoid roadmaps because they require:

- Skilled architects
- Business understanding
- Mission awareness
- Time investment

At AllSector, roadmaps are standard — not an upsell.

3. Lack of Understanding of Non-Profit Funding Models

If your MSP doesn't understand:

- Restricted vs unrestricted funds
- Capital vs operating budgets
- Fiscal year purchasing constraints
- Funding delays
- Grant justification requirements
- Budget forecasting

...they will keep recommending tools and timing that don't fit reality.

Nonprofits need an MSP that understands **the financial rhythm of mission-driven work.**

4. Recurring Problems That Never Get Fully Fixed

If you hear:

- "Try rebooting again."
- "We'll monitor it."
- "Let us know if it happens again."

...that's not IT support — that's a band-aid.

Recurring issues = deeper issues.

Automation, root-cause analysis, and proactive monitoring should eliminate 80% of recurring issues.

5. No Visibility Into What's Actually Going On

If you don't know:

- What you're paying for
- What's being monitored
- What your staff are requesting
- How many issues your team deals with
- How projects are progressing

...you cannot be in control of your IT environment.

A modern MSP provides:

- Dashboards
- Ticket queues
- Reports
- Asset inventories
- Risk scoring
- Licensing breakdowns
- Cybersecurity posture summaries

**Nonprofits must be able to show accountability.
Your MSP should empower that, not hide behind it.**

6. Lack of Compliance Expertise

If your MSP says:

- “We don’t really do compliance.”
- “That’s outside the scope.”
- “You probably don’t need to worry about that.”

...run.

Nonprofits handle:

- PHI
- PII
- Case records
- Financial data
- Volunteer data
- Youth and family services data
- Behavioral health data
- Donor records

Your MSP must understand frameworks such as:

- HIPAA
- 42 CFR Part 2
- NIST CSF
- SOC2
- PCI
- FERPA
- State privacy laws

AllSector's cybersecurity practice is led by a CISSP, globally recognized at a master's-level competency.

This is essential for nonprofits that must remain audit-ready at all times.

7. Poor Communication

If your MSP doesn't:

- Explain recommendations
- Respond promptly
- Speak in plain language
- Provide documentation
- Give context
- Meet regularly
- Understand your mission

...your relationship will eventually fail.

Communication is the heart of every MSP engagement — especially in mission-driven environments.

8. Feeling Like “Just Another Client”

Nonprofits require:

- Empathy
- Flexibility
- Understanding
- Patience
- Respect
- Partnership

**If your MSP treats you like an inconvenience instead of a priority...
...it's time to move on.**

You deserve a partner who celebrates your mission — not one who sees you as a ticket.

9. Outgrowing Your MSP's Capabilities

Many nonprofits grow faster than expected:

- New funding
- New programs
- New locations
- New services
- New staff
- New compliance burdens

Suddenly the MSP that once felt "fine" feels:

- Underpowered
- Understaffed
- Underskilled
- Unresponsive

Your mission has evolved.

Your MSP must evolve with you.

CHAPTER 4

The Clean Break Blueprint



How to Switch MSPs Smoothly, Safely, and Without Disruption

For most nonprofits, switching IT providers feels intimidating — even when the relationship has clearly run its course.

You may worry about:

- What the current MSP controls
- Whether they will be cooperative
- If there will be downtime
- Whether passwords or documentation are missing
- How your staff will handle the transition
- How to switch during active programming or a busy fiscal year

Let's remove the fear.

Switching MSPs can be **structured, safe, strategic, and low-risk**... if done correctly.

Over the past two decades, AllSector has onboarded nonprofits of all sizes — from small agencies to organizations with 100+ locations. What follows is a **clear, step-by-step blueprint** showing how nonprofits can change MSPs without skipping a beat.

1. Quiet Internal Assessment (No Disruption)

Before notifying anyone, your new MSP (ideally AllSector Technology) will:

- Review your environment
- Identify risks
- Evaluate current MSP entanglements
- Assess gaps in documentation
- Identify any “shadow IT”
- Prepare a plan to regain control of credentials and accounts
- Document your entire tech footprint
- Review your compliance requirements

This is a **non-invasive discovery** to make sure nothing gets missed later.

2. Controlled Credentials Recovery

The #1 fear nonprofits have when switching MSPs is:

“Do they have all our passwords? Will they lock us out?”

A professional MSP builds an “Access Reclamation Plan” that includes:

- Regaining ownership of your domain
- Regaining ownership of Microsoft 365 tenant roles
- Resetting global admin accounts
- Separating credentials from the outgoing MSP
- Regenerating backup encryption keys (when applicable)
- Reviewing firewall & network admin access
- Ensuring MFA is properly configured
- Removing unnecessary access
- Auditing privileged accounts

This step ensures **you own your environment — not your vendor.**

3. Covert Backup Validation & Safety Nets

Before cutting ties, your new MSP will:

- Validate your backups
- Ensure offsite copies are healthy
- Confirm retention schedules
- Test restores
- Check that backup keys are not controlled by the outgoing MSP
- Snapshot critical systems (when possible)
- Document known vulnerabilities

This guarantees **business continuity**, even if something unexpected happens during handoff.

4. The Transparent, Professional Notice

A letter is drafted to the outgoing MSP — polite, professional, and firm.

It states:

- Your nonprofit is transitioning to a new IT partner
- The end date of services
- Expectations for cooperation
- A coordinated timeline
- A list of documentation & credentials that must be transferred
- How billing cutoff will occur

**Reputable MSPs behave professionally upon termination.
If they don't — that's confirmation you made the right decision.**

5. Zero-Downtime Cutover Planning

Your new MSP designs a phased transition that may include:

- After-hours cutover
- Weekend onboarding windows
- Gradual tool deployment
- Side-by-side support overlap
- Shadowing your staff
- Confirming no services are disrupted

The goal is clear:

Your team should experience continuity — not chaos.

6. Staff Adoption & “New Normal” Training

The best MSPs don't just take over your systems.

They take care of your people.

That includes:

- Staff training
- Ticketing portal walkthroughs
- How to request help
- Role-specific security coaching
- Optional cybersecurity awareness training
- Optional phishing training
- Shared dashboards or admin portal access (AllSector provides a *branded* NFP portal)

A great MSP makes support feel **simple, stress-free, and human.**

7. 90-Day Optimization: The Post-Cutover Lift

Within 3 months, nonprofits usually notice:

- Faster support
- Less downtime
- Better documentation
- Stronger cybersecurity posture
- Better alignment with funder expectations
- More confident staff

- Clearer IT planning
- Reduced recurring issues

This is where nonprofit leaders say:

“We didn’t realize how much our old MSP was holding us back.”

✓ A Clean Break Is Easier Than You Think

If your MSP is no longer serving your mission, switching is not risky — **staying is.**

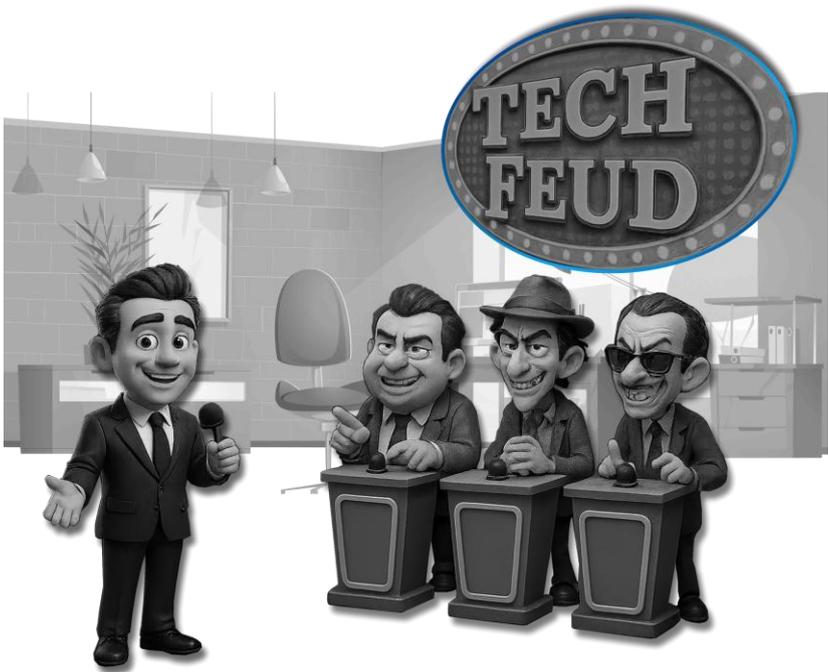
With the right partner, transitioning becomes:

- Predictable
- Safe
- Empowering
- Thorough
- Well-documented
- Completely manageable

Nonprofits deserve an MSP that works as hard as they do.

CHAPTER 5

*Smart Questions Every Non-Profit Should Ask Before
Hiring an MSP*



These questions immediately reveal who is competent, who is compassionate, and who is not prepared to support your mission.

Most nonprofits don't know what to ask when evaluating IT providers. This chapter gives you *mission-critical questions* that instantly separate high-quality MSPs from vendors who would cost you time, money, risk, and credibility.

1. “What experience do you have supporting nonprofits like ours?”

A real nonprofit MSP should be able to describe:

- Agencies they've supported
- Compliance frameworks they handle
- Funding cycles they understand
- Documentation funders require
- Program models & operational structures
- Nonprofit-specific constraints

If they speak in *generic business language*, that's a sign they don't understand your world.

2. “Do you have a CISSP or equivalent cybersecurity leadership on staff?”

This is a powerful filter.

A CISSP is recognized globally — and considered equivalent to a **master's level qualification** in Europe and the UK (Level 7 RQF).

Nonprofits should *expect* this level of expertise because:

- You store sensitive case/data
- You are increasingly targeted by attackers
- You require funder-ready cybersecurity documentation
- You need proactive risk management, not guesswork

If an MSP says “no,” it's a red flag.

3. “What automation and monitoring platforms do you use?”

Nonprofits benefit from high-grade automation because it:

- Reduces cost
- Reduces downtime

- Fixes issues before staff notice
- Optimizes systems automatically
- Extends the life of aging equipment
- Lowers your total cost of ownership

AllSector's tech stack includes enterprise tools typically only found in organizations with 1,000+ employees — given to nonprofits at manageable costs.

It's a force multiplier.

4. “How do you support restricted budgets or funding delays?”

A nonprofit MSP must understand:

- Fiscal year deadlines
- Budget freezes
- Unpredictable reimbursements
- Restrictions around capital vs OPEX
- Grant limitations
- Unrestricted vs restricted funds

If they don't *breathe* nonprofit finance reality... they can't responsibly recommend solutions.

5. “What partnerships and vendor relationships do you maintain?”

A highly capable MSP should be aligned with companies such as:

- Microsoft (Cloud Solutions Provider)
- Cisco / Meraki
- SonicWall MSSP
- Veeam
- Dell / HP
- Pax8
- Ingram Micro
- Broadcom (VMware)
- IBM
- Wasabi
- GoDaddy
- The Compliancy Group

- TechSoup
- ConnectWise/Kaseya
- OpenText

These partnerships show:

- Commitment
- Stability
- Buying power
- Access to deep expertise
- Preferential pricing
- Access to escalated vendor engineering

If they only partner with “one or two vendors,” they are not equipped for nonprofit complexity.

6. “How do you help nonprofits secure funding for IT?”

This is where AllSector differentiates itself. Most MSPs avoid funding conversations altogether.

We embraced them.

We partner with a **grant management firm** to help nonprofits access:

- Federal subsidies (e.g., FCC Rural Healthcare Program)
- NFP security grants
- Technology grants
- FEMA programs
- State-level funding
- Foundation grants (when applicable)

AllSector itself is a **498SPIN-ID enrolled vendor**, enabling nonprofits to subsidize up to **65% of eligible costs**. No other MSP offers this combination of expertise + funding alignment.

7. “How do you support in-house IT teams?”

Co-Managed IT should include:

- Shared monitoring
- Shared ticketing
- Shared documentation
- Project collaboration

- Access to automation tools
- Cybersecurity co-management
- Escalation to senior engineers
- After-hours support
- Compliance support
- Roadmapping & budgeting strategy

If they answer this vaguely, they are not a true co-managed provider — they are a vendor pretending to be one.

8. “What does your onboarding process look like?”

A mature MSP provides:

- A timeline
- A 60–90 day plan
- Credential reclamation
- Backup validation
- Documentation capture
- Proactive optimization
- Staff orientation

If their onboarding answer is under one minute, they are not prepared.

9. “Can we see your reporting and transparency tools?”

This includes:

- Ticket dashboards
- Licensing breakdowns
- Endpoint metrics
- Backup health reports
- Security scoring
- Compliance indicators
- System uptime
- Device lifecycle forecasts

Nonprofits need documentation for:

- Audits
- Funders
- Boards
- Executive review
- Grant applications

Your MSP must support that.

10. “What makes you different?”

This final question is where most MSPs fall flat.

They’ll say:

- “We’re friendly.”
- “We care about our clients.”
- “We’ve been in business for many years.”

None of that is a differentiator.

A mission-ready MSP should talk about:

- Alignment with nonprofit operations
 - Specialized toolsets
 - Grant & subsidy expertise
 - Compliance leadership (CISSP)
 - Automation to reduce IT burden
 - Budget flexibility
 - Strategic guidance
 - Roadmapping discipline
 - Cultural understanding
 - Decades of nonprofit immersion
-

✓ When You Ask These Questions, You’ll Know Immediately

You’ll either see:

A vendor trying to sell.

or

A partner that understands your mission and stands beside it.

And the difference is undeniable.

CHAPTER 6

Red Flags That Tell You an MSP is NOT Right for Your Non-Profit



These warning signs mean your mission, your data, your programs, and your funding are at risk.

Nonprofits often tolerate sub-par IT far longer than for-profit businesses.

Why?

Because many MSPs make them feel:

- Dependent
- Powerless
- “Lucky” to receive any support at all
- Uncertain about switching
- Unsure what “good” IT even looks like

This chapter exists to correct that imbalance.

The following red flags (▶) indicate an MSP is no longer protecting your mission — and may be quietly putting your organization at risk.

▶ 1. They Don't Understand Non-Profit Funding Cycles

If your MSP doesn't understand:

- Restricted vs unrestricted funds
- Fiscal year pressure
- Grant reimbursement cycles
- Procurement compliance
- Technology that must be tied to an RFP
- Strategic planning for budgets

...then they cannot provide responsible IT strategy.

A nonprofit MSP should behave like a **financial ally**, not an indifferent vendor.

▶ 2. They Don't Hold a CISSP or Comparable Cybersecurity Expertise

You wouldn't trust a volunteer EMT to run your medical program.

You shouldn't trust an uncertified technician with your cybersecurity.

A CISSP demonstrates:

- Master-level cybersecurity competency
- Deep risk management knowledge
- Understanding of regulatory frameworks
- Ability to architect secure nonprofit systems
- Experience protecting sensitive populations (HIPAA, behavioral health, immigration, housing, etc.)

If an MSP shrugs when you ask about credentials, run.

▶ 3. Slow Response Times or “We’ll Get to It Tomorrow”

Attitude

Nonprofits rely on:

- Daily program delivery
- Intake
- Billing
- Reporting
- Case management
- Crisis response
- Community outreach

Downtime hurts real people.

Any MSP that treats your tickets like an inconvenience doesn’t belong anywhere near your mission.

▶ 4. They Don't Automate Anything

If your MSP is still:

- Manually patching
- Manually monitoring
- Manually remediating issues

...you’re paying more than you should *and* dealing with more problems than necessary.

High-grade automation reduces:

- Cost

- Waste
- Staffing pressure
- Device failures
- Cyber incidents

A nonprofit MSP that isn't automating is behind the industry — and dragging you with them.

▶ **5. No Documentation or Missing Credentials**

This is one of the most dangerous red flags.

If your MSP:

- Won't give you admin passwords
- Won't share documentation
- Controls your domain
- Controls your backups
- Controls your cybersecurity settings

...then they have created a **dependency trap**.

Your organization — not your vendor — should control your environment.

▶ **6. They Don't Explain Things Clearly**

If they speak "over your head," that's intentional.

A mission-aligned MSP explains your technology in human terms, enabling you to make informed, empowered decisions.

If you're confused after every conversation, the MSP isn't doing their job.

▶ **7. Little to No Cybersecurity Strategy**

Nonprofits are now among the **top 3 most-targeted sectors** for cyberattacks.

If your MSP hasn't:

- Performed a security assessment
- Explained MFA, SOC/SIEM, or Zero Trust
- Discussed phishing training
- Configured backups securely

- Prepared an incident response plan
- Helped with cyber insurance applications

...it's not "oversight."

It's negligence.

▶ 8. They Don't Help You Find Funding

A nonprofit MSP should help lighten your financial burden — not add to it.

If they've never mentioned:

- The FCC Rural Healthcare Program
- FEMA NFP Security Grants
- Technology funding via foundations
- Subsidy eligibility
- Grant-compliant purchasing
- Budget timing strategies

...they don't understand your world.

AllSector not only understands it —

we **partner with a grant management firm** to help nonprofits secure funding.

▶ 9. They Don't Support In-House IT Staff

For nonprofits with internal tech teams, the MSP must:

- Support
- Empower
- Partner
- Collaborate
- Share visibility

If an MSP "protects their turf," instead of uplifting your internal IT, that's a hard no.

▶ 10. They Treat You Like a Small Account

If you sense you're last on their list...

You probably are.

Your mission deserves an MSP that treats you like a priority — not an afterthought.

✓ **If You Notice These Red Flags...**

Trust your instincts.

Your nonprofit deserves:

- Transparency
- Partnership
- Respect
- Predictability
- Protection
- Advocacy
- Expertise
- Empathy

AND YES —

you absolutely deserve an MSP that believes in your mission as deeply as you do.

CHAPTER 7

The Non-Profit MSP Comparison Worksheet



This worksheet helps your leadership team compare MSPs *objectively* across categories that matter most to nonprofits.

Use a simple 1-5 scoring system:

- 1-2 = Poor / Not suitable for nonprofits
 - 3 = Adequate / Basic
 - 4 = Strong / Reliable
 - 5 = Exceptional / Mission-aligned
-

SECTION A — Nonprofit Experience & Alignment

Question	Score (1-5)
Do they have at least 10 years supporting nonprofits?	
Do they understand restricted funding & nonprofit budgeting?	
Do they understand compliance (HIPAA, CJIS, DFARS, NIST, GDPR, etc.)?	
Do they support organizations of your size & complexity?	
Do they offer nonprofit-specific programs/resources?	

SECTION B — Cybersecurity Readiness

Question	Score (1-5)
Do they have a CISSP or equivalent on staff?	
Do they provide written cybersecurity roadmaps?	
Do they include monitoring, EDR, automated patching?	
Do they support cyber insurance requirements?	
Do they offer regular security awareness training?	

SECTION C — Automation & Technology Stack

Question	Score (1-5)
Do they use enterprise-grade RMM/monitoring tools?	
Do they automate remediations to reduce costs?	
Do they offer documentation portals?	
Do they track lifecycle, licensing, and asset health?	
Do they have partnerships with top vendors?	

SECTION D — Funding & Cost Optimization

Question	Score (1-5)
Do they partner with a grant management firm?	
Do they help identify subsidies (RHCP, FEMA, etc.)?	
Do they offer nonprofit pricing or discounts?	
Do they provide financial roadmapping?	
Are they flexible with delayed funding cycles?	

SECTION E — Support, Service, & Reliability

Question	Score (1-5)
Do they offer 24x7 support?	
Are their SLAs nonprofit-appropriate?	
Do they have positive nonprofit references?	
Do they provide regular reporting?	
Is onboarding structured & documented?	

SECTION F — Co-Managed IT (If You Have Internal IT)

Question	Score (1-5)
Do they share dashboards, tools, and documentation?	
Do they offer tier-2 & tier-3 escalation support?	
Do they provide project collaboration?	
Do they help reduce workload on internal staff?	
Do they empower – not replace – internal IT?	

TOTAL SCORE: _____ / 150

Interpreting Your Score:

- **120-150** → Outstanding alignment. This MSP is highly suited to nonprofits.
- **95-119** → Good fit. Some gaps, but strong overall.
- **75-94** → Weak alignment. Proceed with caution.
- **Below 75** → Not nonprofit-ready. Look elsewhere.

CHAPTER 8

Why Non-Profits Choose AllSector Technology

A partner who believes in your mission — and proves it every day.



Nonprofits choose AllSector because we are not just “another MSP.” We are:

- Born from nonprofit roots
- Revived with nonprofit purpose
- Driven by nonprofit values
- Shaped by nearly 20 years of nonprofit immersion

When AllSector was re-established, we made a promise:

“We will be the most mission-aligned, compliance-ready, automation-powered, nonprofit-dedicated MSP in the country.”

And we’ve kept that promise.

What Makes AllSector Different?

✓ We understand nonprofits deeply.

We’ve supported:

- Behavioral health agencies
- Human services organizations
- Community outreach programs
- Housing & shelter providers
- Faith-based institutions
- Addiction recovery facilities
- Youth programs
- Arts & culture organizations
- Educational nonprofits

We know their challenges — and their strengths.

✓ **We help nonprofits find funding, not just spend it.**

Through our grant management partner, we connect nonprofits to:

- FCC Rural Healthcare subsidies
- FEMA NFP security grants
- Technology/innovation grants
- Foundation funding opportunities
- State & federal subsidy programs

This is rare.

This is meaningful.

This is transformational.

✓ **We bring enterprise-grade cybersecurity.**

Led by a CISSP (master's-level equivalent in security), we safeguard:

- Donor trust
- Client records
- Case files
- PHI/PII
- Financial data
- Board reputation

Your mission deserves elite protection.

✓ **We automate relentlessly.**

Automation = cost savings + fewer issues + longer device lifespan + reduced staff burden.

We build environments that “take care of themselves” — minimizing downtime and maximizing funding efficiency.

✓ **We support in-house IT teams as equals.**

Our Co-Managed IT offering is beloved by nonprofit tech teams because it:

- Expands visibility
- Adds advanced tools
- Reduces workload
- Provides senior-level engineers
- Improves response time
- Strengthens their expertise

We empower internal IT — never replace them.

✓ **We are transparent, ethical, and human.**

AllSector was originally the in-house IT department of an enterprise-sized 100+ location, 3500+ employee nonprofit organization that unfortunately closed its doors after nearly 80 years. The mission of AllSector lived on, and it was later resurrected by the staff and with people holding the same core values.

We know what it means to fight for a mission.

♥ YOUR NON-PROFIT DESERVES THIS LEVEL OF CARE

If your mission matters — and it does — then the people who support

your technology must honor that mission with:

- Compassion
- Expertise
- Accountability
- Integrity
- Partnership
- Commitment

That's the AllSector Difference.

Ready to Experience the AllSector Difference?

We invite you — with respect, sincerity, and enthusiasm — to discover how much easier, safer, and more affordable nonprofit IT can be.

-  Visit us at AllSector.com
-  Request a consultation
-  Ask us anything — we're here to help

nfp@allsector.com

866.783.6648

Because your mission deserves more than an MSP.

It deserves a partner who believes in it.

Thank you for taking the time to read this book. I hope it helps re-align your organization's expectations as to what an IT partner should be to a non-profit organization. A proactive, out of the box thinking, tech forward, solutions driven, secure by design, mission focused addition to your cause, helping drive meaningful impact to the communities and people that you serve every day.

- With absolute Sincerity from me and the rest of the AllSector Team, Thank you for all you do each and every day.

Steven Pena