



Enterprise Support Experience Scorecard – Explainer & Usage Guide

Evaluate Your IT Support Provider with Confidence

Introduction

This toolkit helps IT leaders, operations managers, and procurement teams **objectively evaluate the performance of their Managed Services Provider (MSP)** or internal IT team using criteria that go beyond typical ticket volume.

You'll track operational performance, user satisfaction, strategic value, and issue patterns—turning IT support into a measurable business asset, not just a background service.

Sheet 1: Scorecard

Purpose: Objectively assess your support provider (internal or external) on a range of weighted metrics across responsiveness, resolution, communication, and proactivity.

Column-by-Column Breakdown

Column	Description	How to Use	Why It Matters
Evaluation Period	Time range the scores reflect (e.g., Q2 2025)	Choose monthly or quarterly periods	Enables tracking over time
Support Provider	Name of IT provider being evaluated	Could be your MSP or internal team	Supports side-by-side vendor comparison
Responsiveness (1–5)	How quickly they respond to tickets	Use averages or feedback	Affects user trust and productivity
Resolution Time (1–5)	How quickly tickets are resolved	Consider complex vs. basic issues	Core indicator of helpdesk performance
Communication (1–5)	Are updates clear and timely?	Include user feedback if available	Poor comms = poor experience
User Satisfaction (1–5)	Internal feedback or survey scores	Ask users post-resolution or via pulse surveys	Critical to long-term confidence in IT



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Documentation & Visibility (1–5)	How well they maintain accessible records	Rate quality of asset/user/system documentation	Enables easier audits, onboarding, and transparency
Proactive Issue Management (1–5)	Do they surface trends or recurring issues?	Look for monthly reports, reviews, recommendations	Separates reactive fixers from strategic partners
Strategic Guidance (1–5)	Are they helping align IT to your goals?	Especially for MSPs offering vCIO or advisory input	Converts support into a business enabler
Security & Compliance Support (1–5)	Are they helping meet requirements?	Rate support for things like SOC 2, HIPAA, MFA	Shows maturity of the provider
Overall Score (Auto)	Average across above criteria	Formula-driven	Enables benchmark over time or between vendors
Evaluator Comments	Any additional feedback or context	Include trends, frustrations, highlights	Adds qualitative depth to scores

✓ Tips:

- Color-code 4–5 as green, 3 as yellow, and 1–2 as red for visual clarity.
- Encourage team leads or department heads to score from their own POV.
- Use this sheet as a discussion document during QBRs with your provider.

Sheet 2: Quarterly Tracker

Purpose: Track key operational and satisfaction metrics over time, by quarter, to spot trends, gaps, and improvements.

Column-by-Column Breakdown

Column	Description	How to Use	Why It Matters
Quarter	Time period (e.g., Q1 2025)	Use standard calendar quarters	Anchors data chronologically
Ticket Volume	Total number of support tickets handled	Pull from helpdesk or PSA system	Helps understand load



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Avg. First Response Time (hrs)	Average hours before initial response	From service desk reports	Reflects urgency handling
Avg. Resolution Time (hrs)	Average total time to resolve issues	Consider excluding long-tail edge cases	Indicates how quickly teams are back to work
First Contact Resolution Rate (%)	% of issues resolved on first interaction	Higher = more efficient and well-trained support	Strong indicator of quality
Escalation Rate (%)	% of tickets requiring escalation	Higher can mean undertraining or process gaps	Reveals how well frontline support is functioning
VIP Escalations	Number of high-priority tickets escalated by execs	Should ideally decrease over time	Red flag for unresolved frustration
Recurring Issues Identified	Number of issue types flagged more than once	Pull from ticket tagging or engineer notes	Suggests opportunities for automation or fixes
Service Improvement Actions Taken	Any process or tech improvements initiated	E.g., added FAQ, improved onboarding	Tracks whether feedback drives change
User Satisfaction (%)	Average score from surveys	Use NPS, CSAT, or simple 1–5 scale averaged	Most direct signal of experience
Notes / Comments	Freeform context	Explain anomalies, outliers, or specific achievements	Keeps leadership in the loop



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How to Use This Toolkit

Monthly / Quarterly

- Fill in the **Quarterly Tracker** sheet with service data (tickets, resolution times, satisfaction scores).
- Use the **Scorecard** sheet for team evaluations based on hands-on experience.

During QBRs or Renewal Reviews

- Compare current and previous quarters
- Benchmark multiple vendors (if switching or testing MSPs)
- Use **trends** to guide what to improve or renegotiate

Why This Toolkit Matters

- ✓ **Quantifies service quality** — No more vague “they’re okay” feedback
- ✓ **Improves conversations with MSPs** — Bring data to the table
- ✓ **Tracks progress** — Is support getting better... or worse?
- ✓ **Highlights hidden issues** — Like recurring tickets or VIP escalations
- ✓ **Makes support strategic** — Not just break/fix

Pro Tips

- Link this tracker to your PSA or ITSM tool (e.g., Freshservice, Autotask, ConnectWise)
- Send a simple CSAT survey monthly using Typeform or Zoho Forms
- Highlight VIP escalations to spot service breakdowns early
- Use visual dashboards to display this data for leadership