



## Smart SaaS Vendor Selection Checklist for MSPs

### API Capabilities and Documentation

- Is there a detailed "Developer" section in their documentation?
- Is the API documented with OpenAPI or SwaggerDoc specifications?
- Does the documentation include clear endpoints, methods, parameters, and practical usage examples?
- Are data schemas provided?

### API Functionality

- Can the API perform all functions available in the user interface (e.g., adding users, updating records, retrieving data)?
- Can tasks be fully automated through the API without manual steps?

### API Rate Limiting

- What are the API rate limits (e.g., \_\_\_\_\_ requests per minute/hour)?
- How does the provider handle rate limiting (e.g., per IP address, globally)?
- Are the limits sufficient for your estimated daily and peak usage needs?

### Service Agreement Clarity

#### API Limit Details:

- Does the service agreement specify the allowable API requests per minute or hour?
- Are there provisions to avoid IP-based rate limiting, especially if you use services with shared IP addresses?

#### Security and Flexibility:

- Can you control access rights to the API on a granular level?
- Can you set up source IP restrictions for added security?
- What are the terms if you exceed API limits (e.g., throttling, additional fees)?
- Does the agreement allow for adjusting API limits as your business grows?





### Vendor Support

- Is the vendor's support team knowledgeable about their API capabilities?
- Does the service agreement include specific response times for API issues?
- Are there clear escalation paths for urgent problems?

### Overall Considerations

- Does the SaaS solution meet your current needs, and can it scale with your growth?
- Are you focusing on comprehensive API functionalities, clear service agreements, and responsive vendor support to enhance your service offerings?



Wrestling with what you should automate is for the birds.

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