

The New MSP Standard

What Mid-Market IT Leaders Expect Now

A Summary of Key Findings from the 2026 MSP Trust Gap Report

In 2026, Corsica surveyed 600 IT and security decision-makers at US-headquartered organizations with 200 to 1,000 employees. The findings reveal a **defining shift** in the mid-market **MSP relationship**.

Buyers may still trust their providers, but they are **reevaluating** whether those partners can deliver the cybersecurity, data integration, AI readiness, and **proactive guidance** their businesses now require.

65%

are **considering switching** MSPs in the next 12 months

36%

expect a partner to own or strongly support **cybersecurity and risk reduction**

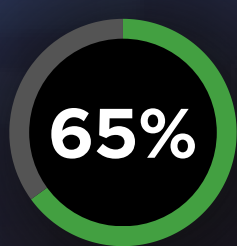
35%

expect **data integration** support across systems

33%

expect **AI readiness and enablement** support

Trust is strong, but loyalty is fragile.



of respondents are **considering switching MSPs in the next 12 months**, even as overall trust and satisfaction remain high. The takeaway is not that buyers have lost confidence in their providers. It is that the definition of a strong MSP relationship is changing, and current satisfaction does not always signal future fit.

Operational friction is putting relationships at risk.

These pain points are more than service issues. They signal a need for partners that simplify operations, improve transparency, and help IT teams move faster.

Slow response times or support delays **27%**

Unpredictable billing or unexpected fees **26%**

Limited ability to support data integration across systems **25%**

The MSP mandate is expanding.

MSP value is expanding beyond traditional support into the areas that determine resilience, efficiency, and readiness for growth.

Cybersecurity operations & risk reduction **36%**

Data integration across tools & systems **35%**

AI readiness & enablement **33%**

Data integration and AI readiness have become buying criteria.

99.7%
say it is important

that a technology partner can integrate data across security, infrastructure, cloud, and business systems.

At the same time, **33%** of respondents expect **AI readiness and enablement** from their provider, and **33%** of switch-considering buyers **cite limited AI and automation support** as a reason to explore alternatives.

33%



Why it matters for IT leaders

MSP value is no longer defined by support alone.

Mid-market organizations should evaluate providers on their ability to reduce operational friction, strengthen cyber resilience, connect data across the environment, and help turn AI ambition into measurable progress.

The providers that win in this next phase will not be the ones that simply maintain the status quo. They will be the ones that make customers more prepared for what comes next.

Read the full report

See how **mid-market expectations are shifting** and how IT leaders can benchmark their **current MSP relationship** against what businesses will need next.

