BREAK / FIX VS. MANAGED IT SERVICES

Break / Fix

✔ Pros

- Cheaper than IT team and sometimes managed IT services, depending on IT health
- IT support on a need basis
- More reliable than troubleshooting yourself
- Beneficial for simple IT infrastructures

✖ Cons

- Can be expensive if IT issues take extensive time to fix or if you have frequent It issues
- Difficult to budget for, since you won't know the cost of services until after they are performed
- Break/fix providers do not provide strategic/long-term IT support
- Need-based services are not preventative and typically do not reduce risk
- Productivity can suffer when the same IT issues arise frequently

Managed IT Services

✔ Pros

- Budgeting is simpler with set monthly or annual fees
- Much more cost-effective than an in-house team
- Comprehensive support, including security and 24/7/365 monitoring
- Access to a team of experts with a range of IT skills
- Immediate support that doesn't cost extra
- Proactive solutions that prevent the same IT issues from resurfacing
- Strategic alignment with your long-term business goals

✖ Cons

- A Managed Service Provider needs time to really understand your business in order to serve you best
- Can be more expensive than break/fix services, depending on needs
- Some MSPs offer cookie-cutter packages with services you may not need
- Non-local MSPs typically only offer remote support (this can be mitigated by opting for a local MSP or by keeping some base-level, hands-on IT support in-house to coordinate with an MSP's remote expertise)

Partner with a Managed Services Provider

Contact one of our experts today to learn how our managed IT services can help your business thrive.

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