



Asking Yourself: **Internal vs External IT Management**

Overview

The foundation of a successful business is effective decision-making. From operational decisions that are made on a day-to-day basis and tactical decisions which are undertaken by mid-level managers to strategic decisions that are executed by members of top management, it is imperative to weigh the cost and benefits of any option before making a decision that can impact productivity and the bottom line.

Check List

- ✔ Revenue
- ✔ New Customers
- ✔ Onboards
- ✔ Budget Planning

Why External IT Management?

Advantages of Managed Services

1. The biggest advantage of managed services (which essentially inspires other benefits) is that MSPs are specialized entities, which have the ultimate goal of supporting your IT needs.
2. Once you hire an MSP, you can be expected to receive a wide array of services with a broader skill base, the promise of 24/7 client support, and the assurance of quality service as outlined in the Service Level Agreement.
3. Apart from paying the fee for the agreed-upon services, you do not have to be concerned about incurring extra expenses due to staff training, certifications, or investing in tools such as ticket systems and RMM.
4. Replacing an MSP is easier than replacing an in-house IT team if the level of service doesn't meet your requirements or expectations.

Disadvantages of Managed Services

1. Even though you have an assortment of options available when choosing an MSP that fits your needs, finding the perfect match could require more time than expected.
2. Be sure to review the service level agreements for business and non-business hours such as weekends and nights.
3. An MSP may also not be the right fit for your company if all IT services are considered a market separator or strategic advantage.

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