



# THINGS BUSINESSES NEED TO KNOW ABOUT MSPs

Managed Services Providers (MSPs) deliver specialized expertise and solutions to address complex IT challenges. Here's what you need to know about MSPs.



## MSPs Augment Your IT Staff

MSPs don't displace your staff; they take on routine or specialized tasks to empower your IT team to focus on high-value projects.



## MSPs Address IT Pain Points

Businesses typically hire MSPs to help address common IT-related pain points, including:



Filling Technology & Training Skills Gaps



Handling Large-scale Projects



Sourcing Pricey Specialized Talent



Preventing & Responding to Problems



Retaining Existing Staff



Raising Morale of Overloaded IT Teams



## MSPs Enable Predictable IT Budgets

MSPs deliver technology solutions at fixed costs to improve IT budget control and visibility.



## MSPs Aren't Created Equally

Ideal MSP partners for your business have these qualities:



Portfolio Breadth



Pricing Models



Service Levels



Technical Certifications



Geographic Availability



Technical Expertise



Size for Scale & Influence

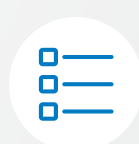


Technical Infrastructure



## MSPs Are Inherently Aligned with Your Business

Unlike break-fix models, managed services models incent MSPs to keep systems up and running.



### Break-Fix Model

IT services are provided on request for install and repair. Projects are billed based on time and materials.

#### PROS

- No Monthly Service Fees or Annual Contracts
- Business Control

#### CONS

- Short-Term & Prone to Abuse
- Misaligned Incentives & Goals
- Unpredictable Costs
- Client Identifies Issues
- More Expensive Long-Term

VS



### Managed Services Model

IT services are provided holistically with an SLA. Proactive monitoring and maintenance prevent problems.

#### PROS

- Goal Alignment
- More Affordable
- Infrastructure Modernization
- Solution Stability
- Predictable Costs
- Problem-Resolution Ownership

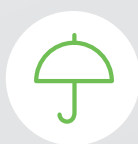
#### CONS

- Contracts & Commitments
- Trust & Control of Systems Given to Third-Party



## Why Choose TPx as Your MSP?

TPx is a single-source for managed IT, cybersecurity & unified communications.



Single-source Provider



Buying Power & Cost Savings



120+ Certifications Across 60+ Competencies



Digital Transformation Experts



24/7/365 Support



Customized Solutions

An MSP is an ideal partner for companies that rely on IT to support their daily operations, have gaps in IT training or specialized skills, can't focus on value-generating objectives, and need IT budget predictability and scalability.



Get TPx's Comprehensive Guide to Managed Services

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