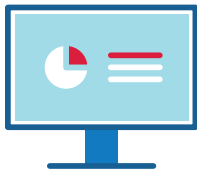# THE ROI OF
Managed Services

Outsourcing IT services is no small decision. So is investing in MSP services worth it for your business? Maybe. Here's how to calculate the ROI on your MSP investment.

Technical Expertise for Less

If you have an internal IT team, you know their salaries, benefits, and training costs add up rapidly, with the average technology professional in the U.S. making more than $110,000 last year. You also know no one person can be an expert in every aspect of technology, or be available 24/7/365. Utilize an MSP to supplement your internal team's skills instead of paying for a full-time employee in a specialized field like cybersecurity. You'll get the same skills and round-the-clock availability at a fraction of the cost.

$110K — **The average IT professional makes more than $110K.**
Can you use that money more cost-effectively?

Less Risk and Downtime

In the U.S., the average cost of a data breach this year was $4.45 million, while downtime cost the average business several thousand dollars per minute. These expenses – and other implications like loss of customer trust or legal sanctions – can be so crippling that many businesses never recover. MSPs utilize a wide variety of cutting-edge protective measures to bolster your cybersecurity posture, including proactive monitoring to rapidly detect and remediate issues before they become critical. Cybersecurity measures may be costly, but they're still a far cry from the hefty price of downtime or a security breach.
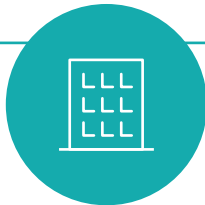
$4.45M — **The average cost of a data breach this year was $4.45M.**
Downtime adds up and can cost your business much more than money.

Higher Employee Retention

Most IT teams are burned out and overworked. MSPs help by reducing internal team stress and workload. If we assume that IT professionals typically command six-figure salaries and recruiting costs several times the employee's salary, losing an experienced employee can imply spending several hundreds of thousands of dollars. Then, factor in new employee expenses like sign-on or annual bonuses, training and certifications, and benefits. The math is simple: Investing in an MSP to lighten the load on internal employees and increase retention saves you great expense in the long run.

In-House IT Staff

- High salaries
- Recruiting costs
- Training costs
- Retention expenses
- Annual bonuses
- Certifications
- Benefits
- Potential overtime pay

Costs Add Up Quickly

VS

Managed Services

- One affordable monthly payment to one vendor
- 24/7 availability at the same price
- Predictable costs that won't break your IT budget

Expert Skill at Lower Costs

More Focus on Mission-Critical Work

How much is it worth to be able to meet sales targets faster, complete projects more quickly, or significantly reduce issue resolution time to increase customer satisfaction? MSPs allow your IT team to focus on core business objectives and reach goals more quickly by outsourcing time-consuming and repetitive tasks. Without those, your IT team can have a much bigger business impact.

Ready to get started on your cost-savings journey?

Get in touch with TPx.
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