From Reactive to Proactive with Managed Services

What is a Managed Services Provider?

A managed services provider (MSP) offers management and support of IT network-based services, applications and equipment. As businesses become increasingly dependent on IT, the need for a reliable MSP that allows business owners and employees to focus on their core functions has become critical.

The scope of service provided by an MSP varies according to the customer's needs and can involve simple system upgrades to full network management and support for a pre-established monthly fee. The key element is that it is preventive and proactive in nature.

"Among current users of managed services, 46% of firms have trimmed their annual IT expenditures by 25% or more as a result of their shift to managed services, including 13% that have slashed annual IT expenditures by 50% or more on the IT functions they have given over to an MSP."

- CompTIA, Trends in Managed Services study