



Low-Cost vs. Premium IT Service Providers

Options for IT Services

There are times where “cheaper” can be better in life. The management of your IT department may not be one of those. Good IT services are not a commodity and can vary greatly across providers. Managed IT can range from low-cost to premium MSPs (Managed Service Provider), depending on a provider’s experience, depth of service, staff and quality. It’s essential to consider a provider’s value and ability to align technology with business goals if you plan to outsource this critical business function.

Business Priorities

- Staying secure, compliant & protecting data
- Investing in technology to increase productivity & capitalize on the latest technology trends
- Using technology to compete effectively against competitors
- Managing costs & filling IT gaps
- Gartner reported: Through 2020, 50% of SMB IT investments will be for business growth, not cost reduction

Low-Cost IT Provider Traits

1. **Slower Response Times** – Beware if you have to call in multiple times to solve issues or get answers & make sure a provider’s 24/7 policy isn’t just a guy with a pager
2. **High Staff Turnover** – Low-cost providers often can’t pay high-end salaries to get, or retain, the best talent, creating high turnover
3. **Fewer Clients & Accountability** – Client critical mass is key - watch for companies with small teams and few clients since offering great SLAs and high response times depend on deeper teams
4. **Proposal Overpromising** – Proposal language can look similar between providers - ask about the number of clients served, client size, depth of service, SLA levels & visit their office before signing on

Premium IT Provider (MSP) Traits

1. **Reputation & Business Maturity** – Premium MSPs rely on reputation & referrals for growth - as your complete IT department, or an extension of your team, the provider’s operational maturity level, processes & SLAs are in place
2. **Experienced Staff** – Premium MSPs recruit high-level staff, stay certified, & have the capacity to train workers with the right skill sets to meet client needs
3. **Strategic IT Planning** – Strong IT MSPs sit down with management teams quarterly to map business goals and align technology with 3-5 year plans, budgets and more
4. **24/7 Full Support** – Mature MSPs with critical mass have true, live help support, 24/7 coverage & NOC facilities – all clients stay up and running

S3 Technologies is a Premium MSP – 100% Accountable for a Client’s IT Infrastructure

Complete Offering | Skilled Staff | Proven Client ROI | IT Modernization with No Disruption

