

# 10 MISLEADING MYTHS ABOUT MANAGED IT SERVICES DISCOVER THE FACTS HERE!



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# 10 Misleading myths about managed IT services

*Discover the facts here!*

If you run a small business and want to compete with the big guys, chances are you've heard of managed IT service providers (MSPs) and their various benefits. You've always wanted to check them out for as long as you can remember, so what's holding you back?

You might have been discouraged by some of the myths you have heard about MSPs. Hearing nothing but misconceptions about managed IT services is enough to make anyone think twice.

Comments like "MSPs are only good for large companies", and "they will send your IT staff straight to the unemployment line" are not only disparaging to small business owners but alienating as well. No wonder some companies are wary of MSPs.

## What you should know about managed IT services

This eBook will help you discover the truth about MSPs and what's it really like to partner up with one. You will gain insights into the intricacies involved in deploying truly world-class IT solutions. When businesses choose to work with MSPs, they make a conscious decision to invest in technology solutions that will help their organization grow and achieve a competitive advantage over their competitors. Read on to find out more – and understand the bigger picture.

## Decide what's right for your business

This eBook was written without the need to use any complex technical jargon so that every layperson can understand the benefits of working with an MSP. Quite simply, it was written for you – the decision-maker – to respond to the most pressing concerns you might have about working with an outsourced technology partner.

What's before you is a simple, easy-to-understand, guide that will aim to remove any confusions you might have had about MSPs. We hope this short, concise reading will bring you closer to working with a truly world-class technology partner.

Happy learning!



## Start learning about managed services

Chinese philosopher Lao Tzu once said that “the journey of a thousand miles begins with one step.” Our journey to the world of MSPs starts by identifying what managed services are. In managed IT services, you delegate your organization’s IT operations to an MSP. The MSP manages and repairs the system, and monitors your network 24/7.

### To do this, MSPs provide the following services:

1. Network administration and security (to arrange backups and prevent hackers from stealing your precious data)
2. Cloud computing (to store and save confidential data so users can work anywhere, anytime, and in any device)
3. Unified communications (to make talking to employees and customers across devices easier)
4. Staff development and training (to help people adapt to new technologies)
5. System upgrades and updates (to ensure that your network is optimized for security and performance)
6. Help desk services (to help you with sudden network problems)

## Why managed IT services is the way to go

These services help companies cope with unexpected disasters and keep IT costs down. They differ from traditional break/fix services in that they prevent technical problems from happening before they can seriously affect your IT systems and harm your business and employee productivity. Break/fix services are reactionary and make a profit as long as your system has issues. MSPs, on the other hand, are proactive and make more profit when your network is running smoothly. This is why managed IT services are considered the wave of the future.

By 2021, it is expected that [MSPs will deliver 25 percent of the \\$4 trillion](#) that small and medium-sized businesses (SMBs) and large companies worldwide spend on IT products and services. One of the driving forces behind this trend is the simplicity that SMBs receive when MSPs coordinate and consolidate the tools of dozens of IT vendors into a single-point-of-contact service.

But this is just the tip of the iceberg. There’s a lot more to managed IT services and MSPs than meets the eye, and one of the ways to describe them is to tell you what they are not. Here then are 10 misleading myths about MSPs and the facts behind them.

MYTH  
#1

## Only big companies should consider managed IT services

Large companies are well-funded, so they have the money and the means to hire an MSP. Why bother with managed IT services when you have a small business?

### FACT:

It doesn't matter how big your organization is. The right services from a trusted MSP will benefit companies regardless of their size and budget. Small business owners stand to gain more, especially if they have a lean staff and limited resources to put up their own IT department.

Statistics show that [23% of small businesses don't have the right IT team while 30% want to keep up with technological advances](#). These problems can be solved by an MSP, making it possible for small companies to join the big leagues without hiring additional personnel.

What's more, MSPs usually offer custom pricing plans that are tailored to your needs and IT infrastructure. This is why small businesses shouldn't worry about paying through the nose for IT support, monitoring, maintenance, and management.

MYTH  
#2

## Your in-house IT staff is better

You already have salaried IT people who go to the office daily, so what's the use of an MSP?

### FACT:

While we're not questioning the credentials of your IT staff, the sad truth is that in-house specialists may not have the experience or enough time to update your IT systems as quickly as an MSP. Worse, [human error is responsible for 52% of security and data breaches](#), and most IT departments aren't training their colleagues to follow current best practices. Would it then be wise to rely on inexperienced, untrained IT staff to come to your aid when IT problems arise?

**MYTH  
#3**

## Say goodbye to your tech team

When you outsource work, people will think that you lack the budget to hire your own IT technician or the one you have is unsatisfactory. Your IT staff will worry about their employment should you bring up the idea of hiring an MSP.

**FACT:**

Business owners determine the long-term strategy of their companies. Most organizations hire MSPs not to replace but to augment the capabilities of their internal team, but if you do not happen to have any IT resources at your disposal - MSPs are the ideal technology partners for you.

**MYTH  
#4**

## Your IT staff will no longer be in charge

Owing to the big role that data and technology play in our lives nowadays, IT technicians are considered rock stars in many companies. They are valued and have their own legion of fans. When their job is outsourced to an MSP, IT people may feel threatened or insulted, believing they are no longer in control.

**FACT:**

While part of the work is transferred to an MSP, that doesn't mean office IT staff becomes obsolete or useless. It's usually a collaborative effort between your IT staff and the MSP. Company direction is still up to management and not with the MSP. Remember that MSPs are hired for technological guidance, and it's the company that decides how much control it gives to the MSP, not the other way around.

**MYTH  
#5**

## The company will suffer

Consultants don't prioritize your IT systems or your on-site team. If you put an MSP in charge, your company is bound to suffer. It won't respond well to downtime and other IT problems.

**FACT:**

This is simply false. An MSP's goal is to ensure that your system runs as smoothly as it should, helping your company and your team become as productive as they can be. The proactive nature of an MSP means it has nothing to gain from keeping your network dysfunctional and that it makes more profit when your system's performance and security are at optimal levels.

**MYTH  
#6**

## Your data is at risk

Companies can lose as much as [\\$879,582 in damages and recovery costs](#) to today's cybercriminals. Since MSPs haven't invested anything in your company, why entrust them with your critical files?

**FACT:**

A reliable MSP will do everything to protect your precious data and confidential files. It won't remain in business for long if it doesn't understand the importance of security. In fact, it is for this reason that companies hire MSPs. The added security they bring and their ability to deter both old and new threats are the reasons you need them.

Considering that over [260 million records containing sensitive information were hacked in the first four months of 2018](#), and it takes an average of 200 days for a company to detect data breaches, partnering with an MSP is the best thing to do. It's a sure way of protecting your company from cybercrime damages, which are expected to reach \$6 trillion yearly by 2021.



**MYTH  
#7**

## Managed IT services will only bring chaos and confusion

You already have enough problems, so why worsen your predicament with an MSP? These guys will only reduce productivity since office staff will take time to adapt to the new technologies.

**FACT:**

MSPs concentrate mostly on technical tasks and IT systems. Among companies that use MSPs, 72% depend on them for backup and disaster recovery, 68% for antivirus/spam filtering, and 64% for storage management. Improving these areas will boost — not hinder — productivity.

**MYTH  
#8**

## Providers are expensive

Many small businesses believe that they can't afford the high monthly rates of managed IT services. Thus, it's best to save your money for a rainy day.

**FACT:**

Most MSPs offer scalable services and flexible payment options to fit your budget. More importantly, MSPs offer world-class customer service and professional, reliable solutions that make a technical partnership with them a highly valuable and cost-effective investment.

MSPs can quickly update your IT systems and processes, saving you from annoying tech problems that could cost a bundle. They can reduce company expenses by 50% or more and can make the IT team more productive.

MYTH

#9

## The bigger the MSP, the better the service

Since you're spending for managed IT services, you might as well get a big company that can deliver the goods, right? Why gamble with a small MSP?

### FACT:

The size of your MSP has no bearing on its performance. The thing to consider is that it has enough qualified people who can deliver the services that you require. This can happen regardless of the size of its staff.

MYTH

#10

## All providers are the same

It doesn't matter what company you hire since all MSPs offer the same kind of managed IT services. Why give yourself a headache trying to figure out what's best for you?

### FACT:

There are many managed IT services providers to choose from, and no two are alike. Each company is unique in terms of expertise, knowledge, and professionalism. They have different service plans, prices, and payment options to choose from. To avoid regrets, choose a well-known company with a solid background that offers scalable, customizable options. This will save you the trouble of spending for something that you don't need.

# 10 MISLEADING MYTHS ABOUT MANAGED IT SERVICES AND WHY YOU SHOULD IGNORE THEM!

## Congratulations!

You've reached the end of this eBook, but have yet to begin your new journey with MSPs. We hope that the knowledge you have gained here will guide you in choosing the right provider who can make a big difference in your business.

*If you're still confused about managed IT services and require more information, don't hesitate to consult Manhattan Tech Support. We have helped SMBs throughout the New York area flourish into successful businesses. Whether it's IT security, backup, or maintenance, our friendly experts are always ready to give you a hand. See us today for more details. You won't regret it!*

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**Want to see our approach to managed IT services firsthand?  
SCHEDULE YOUR FREE CONSULTATION TODAY!**

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