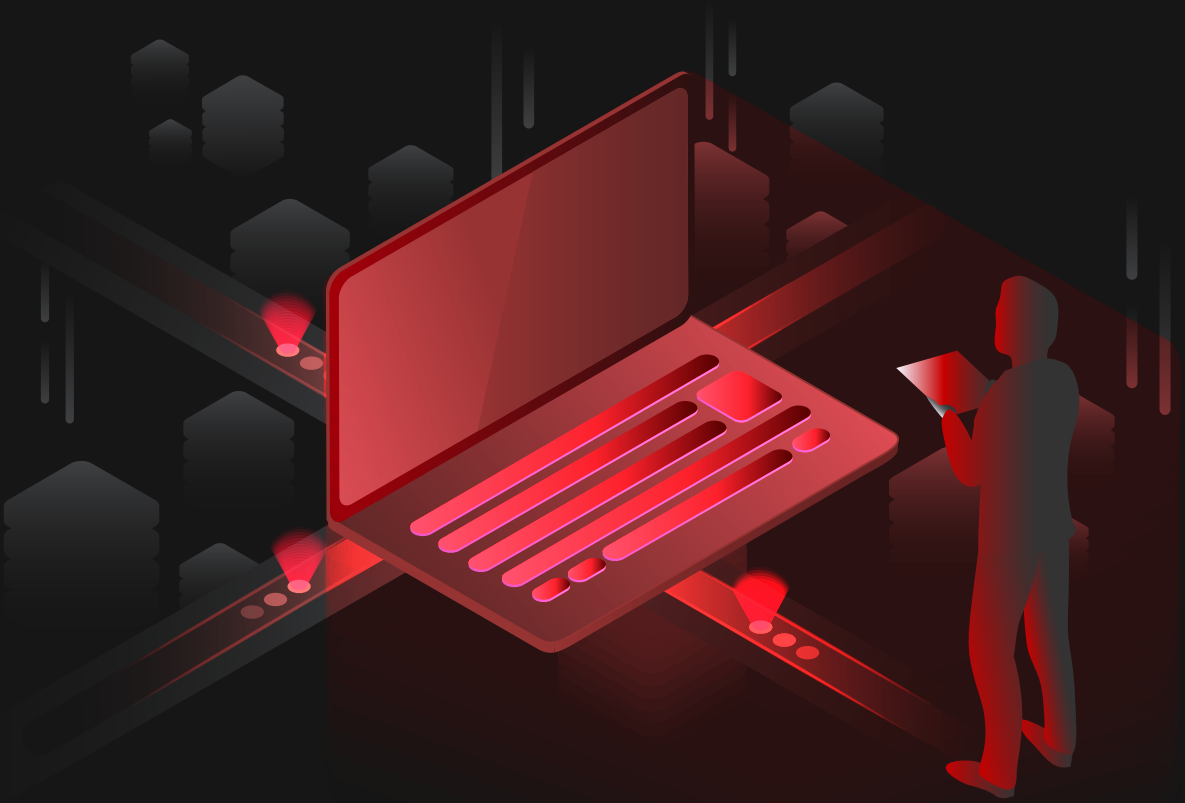# 10 MISLEADING MYTHS
ABOUT MANAGED IT SERVICES
AND WHY YOU SHOULD IGNORE THEM!

10 Misleading myths about managed IT services

And why you should ignore them!

If you run a small business and want to compete with the big guys, chances are you've heard of managed IT services 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?

Most likely, you've been discouraged by the numerous myths you've heard about MSPs. And who wouldn't? Hearing nothing but misconceptions and half-truths about managed IT services is enough to give anyone the heebie-jeebies.

Comments like "MSPs are a waste of time and money", "they're 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.

Forget what you know about managed IT services

If you have a closed mind, delete this eBook right away. Forget about it and do something else. If you're comfortable with the myths and lies about MSPs, this eBook is useless. It won't change your view of managed IT services.

But if you are open-minded, concerned about your business' growth, and eager to learn what MSPs can do for you, you've come to the right place. Read on since there is much to discover. Break free from all the nonsense you've heard about MSPs, and take a long, hard look at the bigger picture.

Decide what's right for your small business

This FREE ebook is our own little way of sharing what we know about MSPs. It was written with you in mind — in layman's language, without the frills and crap that you might get from others.

So sit back and relax, kick your shoes off, and put your feet up if you like. It's time to clear the air of half-truths and work for the success of your small business with the help of the right MSP!

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. The simplest answer is: Managed IT services involve delegating IT operations to an MSP, which becomes responsible for 24-hour network monitoring, management, and repair of an organization's IT systems.

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, and more

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 since they prevent technical problems from happening before they can seriously affect your IT systems and harm your business and employee productivity. 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 the best way to describe them is to tell you what they are not. Here then are 10 misleading myths about MSPs and the facts behind them.

MISLEADING 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?

FAST 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 have scalable and dynamic pricing plans that are tailored to your needs. With different payment options to choose from, small businesses need not worry about paying through the nose for IT support, monitoring, maintenance, and management.

MISLEADING 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?

FAST FACT:

While we're not questioning the credentials of your IT staff, the sad truth is that in-house specialists may not always have 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. Do you think you can rely on your accountant, marketing specialist, or administrative assistant to come to your aid when IT problems arise?

MISLEADING MYTH #3

Say goodbye to your tech team

When you outsource work, people will think that you're too stingy to hire your own IT technician or the one you have is incompetent. Your IT staff will hate you and fear being fired if you bring up the idea of hiring an MSP.

FAST FACT:

While no one can predict the future or what happens to your IT staff, it's unfair to put the blame on MSPs. After all, they are not the only reason IT people are replaced. In fact, a recent survey by CompTIA showed that only 6% of companies with MSPs eliminated their in-house IT team. Many SMBs partner with an MSP to support in-house IT teams and manage office IT requirements more efficiently.

MISLEADING 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're worshipped and adored, 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.

FAST 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.

MISLEADING MYTH #5

The company will suffer

Consultants couldn't care less about 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.

FAST FACT:

The opposite is true! The right MSP has specialists who are usually better than your IT team since they are updated with the latest tech trends. These specialists won't be intimidated or overwhelmed by your system and can easily fix problems. This was confirmed by a 2017 Cisco study that showed that MSPs increased client efficiency by 60%.

Since MSPs are available 24/7, they also reduce the probability and damage brought about by unexpected downtimes and other IT woes.

MISLEADING 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?

FAST 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.

MISLEADING 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.

FAST FACT:

MSPs concentrate mostly on technical tasks and IT systems. They spend time on backup and disaster recovery (72%), antivirus/spam filtering (68%), and storage management (64%). Improving these areas will boost — not hinder — productivity.

MISLEADING 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.

FAST FACT:

Most MSPs offer scalable services and flexible payment options to fit any budget. Their services are cheaper than traditional break-fix services, hiring an onsite IT specialist, or the time and money wasted due to downtime.

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.

MISLEADING 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?

FAST 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.

MISLEADING 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?

FAST 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.

Congratulations!

You've reached the end of this eBook, but have yet to begin your new life 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 inrsITe. We have helped SMBs throughout the Brandon 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!

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

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