Hill Country
TECH GUYS

The Top Business Drivers for
Managed IT Services

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Before we dive into the benefits of managed IT services, let's first define what it is. Managed IT services refers to outsourcing your business technology to a third-party managed service provider (MSP).

Your MSP manages your IT infrastructure on a proactive basis and typically under a subscription model. Rather than reacting to IT problems, a true managed services model ensures issues can be detected and resolved before they disrupt your business operations. Outsourcing your IT to a team of experienced IT professionals adds value to your business in several ways.

Who Uses Managed IT Services?

Typical MSP customers include small and medium-sized businesses. For smaller companies with limited in-house IT resources, an MSP offering is a cost-effective way to gain more comprehensive IT expertise. Larger enterprises may also leverage managed IT services to supplement their in-house staff to allow them to focus on more strategic IT projects and initiatives.

Our proactive services model provides clients of all sizes and varying industries a predictable support plan that evolves as you grow. Discover the business benefits of our proactive approach to IT.

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Managed IT Services vs. Break/Fix

A break/fix IT model typically works like this: You need a new server because you've experienced growth or you need to implement new software. You call up your IT provider who comes in, installs the new server, and then leaves you to it. You have no further plans on where your business technology stands until it's time for another upgrade – which is part of the problem.

The disadvantage of the break/fix service model is that when you make the call to your provider, there's already a problem affecting your business. If your server goes offline, that means your employees can't work, which leads to prolonged downtime, lost revenue and greater risk.

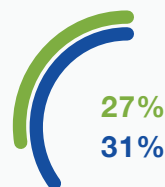## Main Factors Driving End Users Managed Services Decision
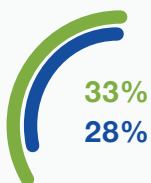
Improve efficiency/ reliability of IT Operation
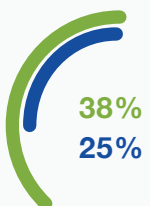56%
47%
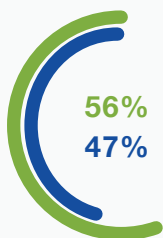
Enhanced security/ compliance
38%
38%
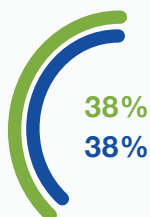
Proactive approach to maintenance
27%
31%

ROI/cost savings
33%
28%

Free IT staff to work on strategic projects
38%
25%

Access to new technologies
22%
28%
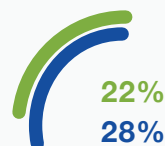
Lack in house IT for certain functions
21%
29%
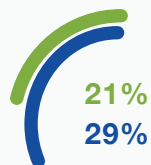
Switch from cap-ex to op-ex
22%
16%
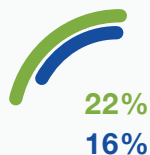
Predictable Pricing
13%
20%

— 100+ employees   — <100 employees

If you are taking advantage of managed IT services, you can free your existing IT department to work more strategically. They have more time to develop processes and technology solutions that can save your company money, generate more revenue or address other pressing business goals. By removing the workload of everyday IT operations, your IT staff can develop projects that may have been on the back burner for ages.

The Proof is in the Numbers

More and more companies are realizing the strategic benefits, operational effectiveness and cost advantages of managed IT, making a strong case for exploring the opportunities waiting for your growing business:

The managed services market's worth may climb to $242.45 billion USD by 2021, according to MarketsandMarkets.

Global managed services spending is forecast to reach more than $193 billion by 2019.

56% of companies with 100 or more employees cite improving the efficiency and reliability of IT operations as driving factor for partnering with an MSP

Our Partnership

At Hill Country Tech Guys, we believe technology has the power to constantly innovate and improve your business. By providing proactive managed IT services, we're able to carry out technology upgrades and enhancements simply and affordably. When you partner with a managed service provider like us, you'll be able to be able to leverage our buying power to get the best deals on the latest tech while you strategize for future growth.

Innovate the Journey

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