

techmate

# Managed IT Services Pricing 2024 Guide

## Your company has unique needs

For many companies, managed service providers, or MSPs, boost or replace the need for an in-house IT department. Though MSPs may be attractive for organizations with a network of remote sites, there are other great options, like working with a specialty technology partner.

### Evaluating Your IT Needs

Before hiring a new IT services provider, answer these questions to understand where your current IT department or MSP is struggling:

#### Can you afford to neglect these issues?

Small, routine tasks that get deprioritized today can escalate into IT problems tomorrow. Does your company struggle with common IT issues, or are there bigger challenges?

#### Is it in the budget?

Whether you partner with an MSP or custom staff augmentation, know what's in your budget. Have two numbers in mind: what you can comfortably afford, and what your stretch budget is.

#### What type of service model works best?

MSPs may be a good fit if you need a breadth of services; an in-house team with staff augmentation pairs industry expertise with targeted help where and when you need it.

**Tip:** Some MSPs build in the cost of certain software or services. Check what's included so you can avoid paying for items and services you don't need.

### Managed IT Services Pricing at a Glance

With your IT needs, budget, and ideal service model, you can effectively review pricing options.

While the one-size-fits-most approach from MSPs may solve some of your IT challenges, a custom approach from staff augmentation services gives you highly specialized IT services when and where you need them.

Techmate offers a flexible approach of dedicated hours to cover the services you need and the ability to scale up or down.

#### Giving a thought to contracts

MSPs often have a long contract period, which can be risky to your business—especially if you're unclear on your needs. Techmate offers monthly contracts and savings on annual contracts, providing flexibility as you grow.

## MSP Pricing

Service Type	Benefit	MSP Prices
Comprehensive managed services	24/7 coverage, predictable pricing, comprehensive coverage, on-hand experts	\$125-\$175/user, monthly on average
Per device	24/7 coverage with a predictable pricing structure and control over coverage	\$35-\$250/device, monthly on average
Break/Fix	Pay as you go, only use as-needed	Single price or hourly rate

## Techmate Pricing

Plan	Monthly Price	Annual Price
10 hours/month	\$135/hr	\$110/hr
20 hours/month	\$125/hr	\$100/hr
30 hours/month	\$110/hr	\$90/hr

When evaluating any pricing model, be sure to ask:

- Is there an on-site fee for deploying an on-site technician?
- What's the provider doing to learn about your unique needs?
- What's included in an all-inclusive service?

## Offerings Provided by IT Services

Whether you're augmenting your current staff or leveraging an MSP, understand the services that are available to you.

### On-Site Support

Larger organizations with complex needs require on-site support to keep remote sites operational. While remote help desks are important, on-site support provides a 'boots on the ground' approach, helping to minimize downtime and resolve network connectivity problems and other urgent issues.

Many MSPs avoid on-site support: building a network of nationwide field technicians can be costly and time-consuming.

## Case study: MSP vs. Techmate

A New York-based law firm has satellite offices in Los Angeles, Houston, and Atlanta. While the New York head office has dedicated IT staff, the other offices don't. Each satellite offices has 20 - 100 people who inevitably need on-site help throughout the year, but have to settle for periodic visits from the IT team.

Scenario 1: IT Service from an MSP	Scenario 2: Staff Augmentation
Administrative assistants, paralegals, or other team members spend time troubleshooting with an IT professional over the phone.	An experienced IT technician is deployed to solve the problem, while employees perform billable tasks to support the firm.

### Data Backup and Disaster Recovery

'What if' situations like preparing for lengthy power outages or necessary upgrades are often deprioritized by overtaxed internal IT teams. It's imperative to ensure your IT partner is balancing proactive damage-control with essential tasks.

When considering the benefits and drawbacks of securing your data or exploring cloud-managed services pricing models, consider that these services aren't infallible.

### Server Virtualization

When an unexpected outage occurs, server virtualization (when a physical server is divided into multiple, unique servers) kicks in. This reduces or eliminates downtime and data recovery, so ensure it's a service offered by any MSP you're considering.

 Techmate employs more than **7,000** specialists centered in business hubs throughout North America, Europe, and England.

## Why Specialty IT Partnerships are Essential for Larger Organizations

If you're a midsize to enterprise organization with multiple sites, supplemental IT partners are a necessity.

### Benefits of Techmate

- **Location-specific compliance.** Utilizing technicians in your area ensures that they're aware of and comply with location-specific regulations.
- **24/7 on-site support.** On-site support provides the same availability of support as 24/7 remote help desks, but with the added benefit of being hands-on.
- **Cost-effective options.** A thorough review can help you avoid being charged for any hidden fees like after-hours pricing, mileage, or duplicate software.