Why Businesses Are Moving to an MSP Model

Managed Service Providers (MSPs) are an efficient, cost-effective IT solution for small to medium-size companies. These experienced technology partners bring together the people, knowledge, and processes to navigate a changing IT landscape while helping teams stay focused on their business.

Here are just some of the reasons the MSP model makes sense:

68%

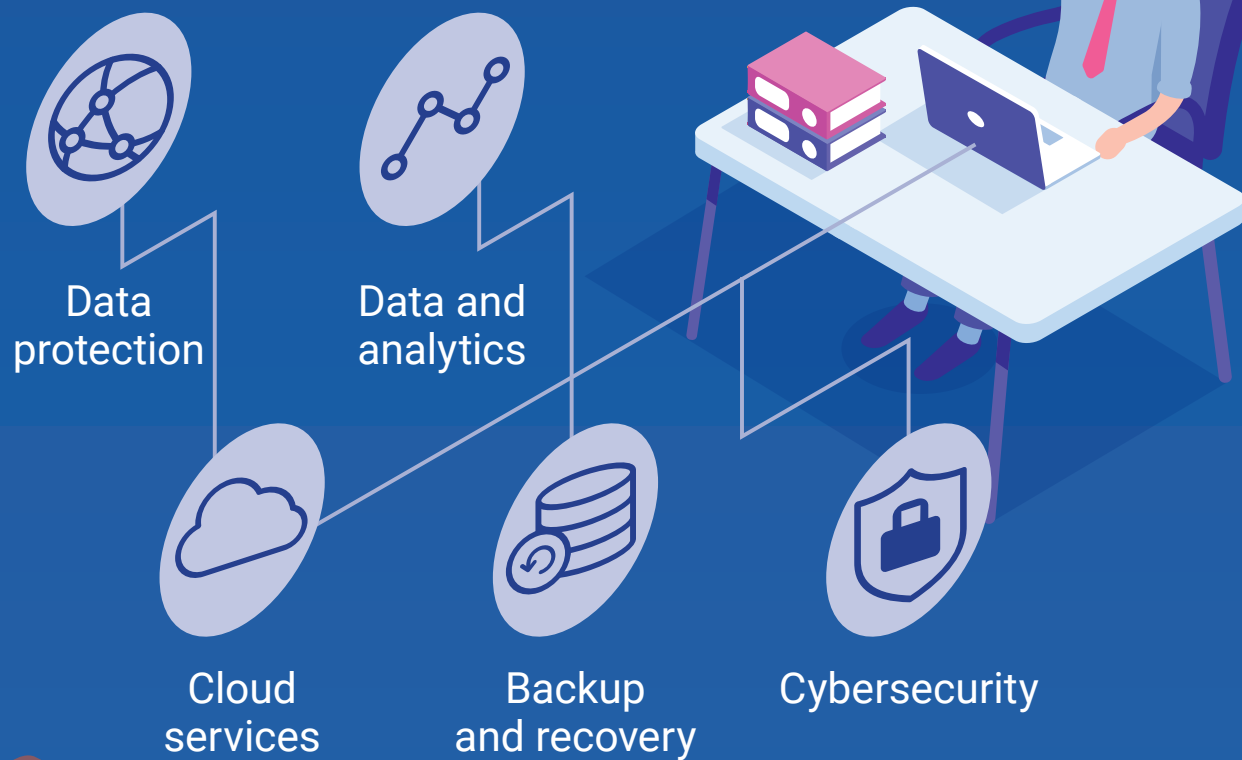of company executives say an MSP helps them stay ahead of competition.[1]

Top Advantages of Shifting to a MSP[2]

Cost savings

Increased security

The 5 MSP Services Customers Value Most[2]

Data protection

Data and analytics

Cloud services

Backup and recovery

Cybersecurity

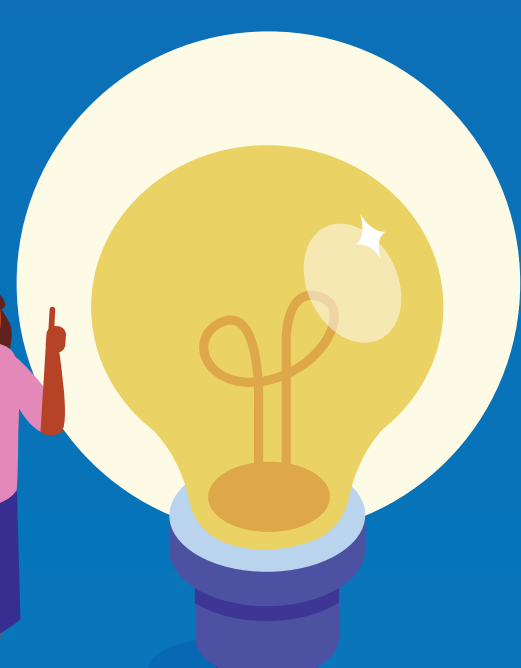## Fear vs. Reality: Transitioning to an MSP

Onboarding with an MSP is considered one of the biggest headaches, but **55%** of business leaders reported it took only a few weeks or less to establish a good workflow.[2]

Use these tips for a smooth onboarding:

Meet the people (in-person, if possible) working on your account

Get a clear explanation on scope, processes, and timeline

4 Value-Added Benefits MSPs Deliver

1. Risk mitigation for security, data theft, and intellectual property
2. Growth and scalability planning
3. Protection from system downtime revenue loss
4. Proactive compliance requirements

Did You Know?

MSPs help reprioritize IT and serve as a technology partner. Only 6% of companies eliminated their in-house IT team after hiring an MSP.[3]

The Right Approach to Customer Service Matters

The best MSP partnerships are about more than the technology. Learn how HighPoint elevates the IT experience with concierge-level service.

DISCOVER OUR APPROACH

1 Channel Futures
2 Help Net Security
3 CompTIA