

Managed IT Services Guide 2026

Pricing, SLAs, Selection & Contracts

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Chapter 1: Introduction



Introduction

As your company embarks on its journey, we recommend adopting a holistic approach to managing IT services. This Managed IT Services Guide serves as the foundation for assessing and selecting a managed IT services provider—one that collaborates with your team to deliver innovative business outcomes, making your team members' lives easier.

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Introduction

How to Use this Guide

This guide will assist you in choosing a provider that strikes the right balance between cutting-edge technology and human connection. By understanding the various products companies utilize—such as Network Management, Cybersecurity, Cloud Services, Backup and Disaster Recovery, IT Support and Helpdesk, Software Management, Infrastructure Management, Consulting, and Strategy—you'll be better equipped to address your IT challenges and create an optimal infrastructure environment.

The initial hurdle lies in finding a flexible MSP capable of tailoring their services and solutions to align with your business goals and change management requirements. Given the challenges faced by IT leaders, expert support and resources are essential for achieving lasting success.

Whether you decide to implement Managed IT Services or leverage Microsoft Technologies, you'll continue to align with your business and technology needs. By the end of this guide, you'll have a comprehensive understanding of the tools and services available to optimize your IT infrastructure. And when your business leaders are ready, we'll guide them through the process of selecting the right service provider to meet your business needs.

“We have the unique ability to engage with leaders at any level—whether it's the CFO, CEO, or IT leadership—and help them achieve their business goals through the strategic lens of technology.”

*Sean Ferrel
CEO, Managed Solution*

What Are Managed IT Services?

Managed IT services is a proactive approach to IT management in which a business partners with a Managed Service Provider (MSP) to oversee and support its technology environment.

Commonly managed IT services include remote help desk management, network health and security monitoring, software installations and updates, and business continuity and disaster recovery (BCDR) planning.

Key benefits include

- **Improved efficiency:** Managed IT services allow businesses to focus on their core competencies while experts handle IT operations.
- **Predictable costs:** Organizations can budget effectively since costs are controlled and predictable leading to savings.
- **Mitigation of infrastructure challenges:** Experts address infrastructure issues, ensuring smooth daily operations.

What is an MSP?

An MSP is a third-party IT expert responsible for monitoring, maintaining, and securing systems on an ongoing basis. Instead of reacting to IT problems, MSPs provide continuous monitoring, cybersecurity, data backup, cloud management, and IT help desk support to prevent issues, reduce downtime, and improve operational efficiency.

What Are Managed IT Services?

Fully Managed vs. Co-Managed vs. Project-Based IT

IT services provide different level of responsibility, flexibility, and ongoing support. From complete outsourcing to targeted, one-time IT projects. Below, we break down how these IT service models compare and when each makes the most sense.

Which IT service model is right for my organization?

	Fully Managed IT	Co-Managed IT	Project-Based IT
Who Manages IT	MSP manages all IT operations	Shared between internal IT team and MSP	MSP supports specific projects only
Ongoing Support	Yes, 24/7 monitoring and support	Yes, shared ongoing responsibility	No, support ends when the project is complete
Security & Maintenance	Fully handled by MSP	Shared responsibility	Limited to project scope
Best For	Businesses without internal IT staff	Businesses with internal IT teams needing support	Businesses needing one-time IT expertise

What Are Managed IT Services?

Product Landscape

MSPs offer comprehensive support across various IT functions, ensuring businesses can focus on their core activities while maintaining robust and efficient IT operations.

Core IT Services of a Modern MSP

IT Support & Helpdesk

24/7 assistance for end-user issues, device troubleshooting, and general technical support.

Cloud Services

Planning, migrating, and managing workloads in cloud platforms to ensure performance and security.

Network Management

Monitoring and maintaining network infrastructure to keep systems connected and stable.

Backup and Disaster Recovery

Protecting data through scheduled backups and restoring systems quickly after outages or failures.

Software Management

Deploying, updating, and licensing business applications to keep systems secure and current.

AI & Automation

Implementing tools that streamline workflows, automate routine tasks, and support basic AI adoption.

Cybersecurity

Protecting systems with threat monitoring, endpoint security, firewalls, and incident response practices.

Infrastructure Management

Overseeing servers, storage, and core IT systems to ensure reliability and future scalability.

Consulting & Strategy

Providing guidance on IT planning, budgeting, and technology decisions that support business goals.

What Are Managed IT Services?

Current State of IT Managed Services 2026

AI Dependence and Enhanced Training

- Artificial Intelligence (AI) has become a standard practice across applications in MSPs.
- AI assistants automate tasks, enhance security measures, and provide real-time insights.
- Enhanced training for those using AI tools ensures better quality work and reliability.
- MSPs rely on AI to detect and remedy security issues due to the shortage of cybersecurity experts.

Defense in Depth (DiD) Cybersecurity Strategy

- Layered security: Implementing multiple security measures across physical, technical, and administrative layers.
- Redundancy: Using overlapping technologies to catch attacks missed by one layer.
- MSPs safeguard networks against evolving threats like phishing, ransomware, and data breaches.

Cloud Migration

- Cloud Computing Adoption: Cloud services offer scalability, flexibility, and cost efficiency.
- Infrastructure-as-a-Service (IaaS) solutions enable MSPs to capitalize on a growing market.
- Helping customers migrate to the cloud improves user management and facilitates remote work.

Big Data Analytics

- Leveraging big data empowers MSPs to extract actionable insights.
- Data-driven decision-making enhances marketing strategies, cybersecurity protocols, and operational efficiencies.

Managing IoT Data

- MSPs play a pivotal role in managing and securing Internet of Things (IoT) infrastructure.
- Handling vast amounts of IoT-generated data maximizes business value and efficiency.

Edge Computing for Real-Time Insights

- Edge computing reduces latency and enhances data processing capabilities.
- Crucial for applications requiring real-time analytics and personalized user experiences.

What Are Managed IT Services?



Future State of Managed Services

AI and Automation

- AI and machine learning will continue to transform managed cloud services.
- Automation streamlines routine tasks, allowing MSPs to focus on strategic initiatives.

Prioritizing Security

- Cybersecurity remains critical, with MSPs safeguarding against evolving threats.
- Compliance with regulations and risk mitigation in cloud and remote work environments.

Cloud Services Growth

- Cloud computing adoption will soar, offering scalability and cost efficiencies.
- MSPs will facilitate cloud migration and improve user management.

Leveraging Big Data

- MSPs will extract actionable insights from big data to optimize service delivery.
- Data-driven decision-making will differentiate MSPs in a competitive landscape.

IoT Management

- MSPs will manage and secure IoT infrastructure to maximize business value.
- Handling IoT-generated data efficiently will be crucial.

Edge Computing Expansion

- Edge computing will play a vital role in real-time analytics and personalized experiences.

Why Managed Services?

Considering Managed IT? Let's Check in

As you've probably figured out by now and as we've already mentioned in the introduction and other various chapters: If you are considering partnering with an MSP, you're in the right place.

To help you find the best path forward for your business we'll walk you through the advantages and challenges to consider. For now, here are some questions you may want to ask yourself:

How are you feeling about Managed Services?

Managed services can be a game-changer for many businesses however, it's essential to weigh the benefits against potential challenges.

What about Managed Services resonates with your business needs?

Note: Managed services typically suit businesses looking to streamline their IT operations, reduce costs, and focus on core activities.

Consider how you feel about these points. What aligns with your desired business outcomes?



Why Managed Services?

Advantages of Managed Services

- **Cost Efficiency:** Managed services allow organizations to access expert IT support without the overhead costs of maintaining an in-house team.
- **Focus on Core Business:** Outsourcing IT tasks frees up internal resources, enabling leaders to concentrate on strategic initiatives.
- **Scalability:** Managed services can adapt to changing business needs, providing both flexibility and momentum as the organization grows.
- **High Level Engineering:** High-level engineering services provide specialized knowledge, reduce costs, enhance security, offer scalability, and allow your team to focus on strategic initiatives.
- **Security & Peace of Mind:** With access to tailored & comprehensive security solutions with ongoing support—MSP clients achieve greater protection for their businesses and lower stress for their teams.

Common Challenges and Barriers

- **Vendor Selection:** Choosing the right MSP is critical. Leaders must evaluate expertise, reliability, and alignment with business goals.
- **Security Concerns:** Entrusting sensitive data to an external provider raises security questions. Leaders need robust agreements and protocols to mitigate risks.
- **Integration Complexity:** Integrating managed services seamlessly into existing workflows can be challenging. Leaders must ensure smooth transitions.
- **Change Management:** Employees may resist changes introduced by MSPs. Effective communication and change management strategies are essential.
- **Loss of Control:** Outsourcing means relinquishing some control over IT operations. Leaders must strike a balance between control and delegation.

Why Managed Services?

ROI and Cost Predictability

One of the most compelling reasons organizations move to managed IT services is the ability to transform IT from a reactive cost center into a predictable, value-driven investment.

Unlike traditional break/fix IT models (where costs spike unexpectedly when systems fail) managed services provide a structured, proactive approach, that improves ROI while stabilizing IT spend.

Beyond this, MSPs typically assess their client's environment, software licensing, and security posture to identify opportunities and redundancies. From there, the best MSPs will take every opportunity to optimize IT spend by way of tailored solutions, flexible contracting and partner discounts on key business technology.

Improved ROI Through Proactive IT Management

Managed IT services are designed to prevent issues before they impact operations. Continuous monitoring, automated maintenance, and proactive security significantly reduce downtime, lost productivity, and costly emergency repairs.

Over time, this approach delivers measurable ROI by extending the lifespan of IT assets, improving system performance, and allowing internal teams to focus on strategic initiatives rather than constant troubleshooting.

Why Managed Services?

Predictable IT Costs with Flexible Pricing Models

Managed services replace unpredictable IT expenses with clear, consistent pricing. Many Managed Service Provider pricing models are designed to align with how businesses actually operate and scale.

Common Managed IT Pricing Models

Tiered Pricing

- Multiple service levels
- Higher tiers include expanded security, support, and strategic services
- Allows businesses to scale coverage while controlling costs

Per-User Pricing

- Fixed monthly cost per employee
- Ideal for hybrid and remote workforces
- Simplifies budgeting as teams grow or change

Per-Device Pricing

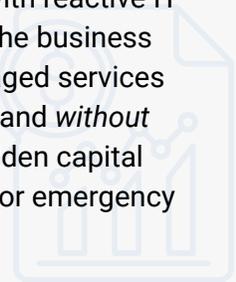
- Monthly fee per managed device (workstations, laptops, servers)
- Works well for stable infrastructure environments
- Often paired with tiered service levels

Flat-Rate Pricing

- Single monthly fee for comprehensive IT support
- Maximum cost predictability
- Best for full IT outsourcing with no surprises

Budget with Confidence, Scale with Ease

By shifting to a predictable price model, managed services allow organizations to forecast IT expenses accurately, plan growth with confidence, and avoid the financial volatility associated with reactive IT support. As the business scales, managed services scale with it, and *without* requiring sudden capital investments or emergency spending.



Why Managed Services?

Security Benefits of Working with a Managed Services Provider (MSP)

Cybersecurity threats don't operate on a 9–5 schedule—and neither should your defenses. Working with an MSP gives your business access to enterprise-grade security capabilities, continuous monitoring, and specialized expertise that are difficult and costly to maintain in-house.

24/7 Monitoring with SIEM Intelligence

Security incidents can happen at any hour. MSPs provide 24/7 monitoring and reporting, ensuring continuous oversight of your environment.

Through Security Information and Event Management (SIEM) solutions, MSPs:

- Collect and analyze security data from across your network, endpoints, and cloud services
- Correlate events to identify sophisticated or multi-stage attacks
- Generate alerts and detailed reports to support rapid response and regulatory requirements

This constant vigilance allows threats to be detected and addressed before they escalate into business-disrupting incidents.

Advanced Threat Detection and Automated Response

Modern cyberattacks are increasingly sophisticated, fast-moving, and difficult to detect. MSPs leverage advanced security platforms powered by automation and AI to identify and neutralize threats in real time.

Key advantages include:

- Automated threat detection and response using advanced algorithms to identify anomalies and stop attacks before they spread
- Post-breach detection and investigation, ensuring threats are fully contained and remediated
- Unified security platforms that protect identities, endpoints, applications, and data from a single pane of glass

This proactive approach significantly reduces dwell time—the period an attacker remains undetected—minimizing both financial and operational impact.

Why Managed Services?



Managed IT vs In-House

Examples of Businesses that can Benefit from Managed IT

- Rapidly Growing Companies: Need scalable IT solutions and ample support to maintain momentum and empower innovation for further growth.
- Businesses with Complex IT Needs: Require specialized expertise that an MSP can provide.
- Companies Focused on Core Activities: Prefer to outsource IT to focus on their primary business operations.
- Organizations with Compliance Requirements: Often seek additional compliance management or support to ensure industry-specific regulations and standards are met.
- Large Enterprises and Orgs in Highly Targeted Industries: Greatly benefit from working with experienced security professionals to maintain security posture and prevent cyberattacks.

Examples of Businesses that can Benefit from In-House IT

- Slow Scaling Organizations or Large enterprises with Established IT: May not have growing need for support beyond resources and expertise of their in-house department.
- Businesses with Niche Customizations: Experienced in-house teams may better understand specific systems and processes, offering more control however can lead to limited support and innovation.
- Start-ups or Smaller Companies with Tight Budgets: Might find some MSP services too costly.

Managed IT Services Pricing in 2026

Cost of Managed IT Services

The cost of Managed IT Services can vary based on several factors, including:

How do MSPs charge?

MSP pricing models typically depend on the number of devices, users, and the complexity of your IT environment. Factors like the level of support, number of managed endpoints, and security needs also play a role.

How much do IT Managed Services cost?

While prices can vary depending on the scope of services and geographical region, here are some average costs for key services:

Audit	A one-time IT audit typically costs between \$2,000 and \$15,000, depending on the complexity of your infrastructure.
Firewall Management	Monthly costs for managing firewalls range from \$500 to \$2,000.
Technical Services	General IT management fees range from \$100 to \$200 per user per month.
End-User Support	24/7 help desk support generally costs around \$50 to \$150 per user per month.

Managed IT Services Pricing in 2026



Calculating Your Managed Services Cost

Be sure to factor in both direct costs and hidden savings, such as increased productivity, improved security, and reduced downtime. For example, automating routine tasks or preventing data breaches can lead to substantial long-term savings. Asking your candidate companies for examples of long-term savings is extremely beneficial for ensuring your company's bottom line will increasingly benefit from working with an MSP.

Preventing Future Loss on Investment

When evaluating MSPs, it's also important to filter out candidates that may offer cheaper upfront pricing but compromise on quality. These providers often deliver rushed implementations and lower-quality technology, which can hinder scalability.

The result could be increased downtime, weakened security, data breaches, and longer resolution times—issues that can ultimately cost your business more in the long run

How to Select the Right MSP

To select the right managed IT service provider (MSP), start by assessing your specific IT needs and goals. Research potential providers, checking their reputation, credentials, and client testimonials. Evaluate their service offerings to ensure they cover all your requirements and have robust security measures in place. Review their Service Level Agreements (SLAs) for response times and support availability and ensure they can scale with your business. Assess their communication channels and support structure and request detailed proposals and quotes to compare pricing and services. Conduct interviews and site visits to understand their capabilities, and check references from current or past clients. Finally, make an informed decision based on your evaluations and feedback, ensuring you understand the contract terms and service expectations before signing.

List of Industries

- Healthcare: Requires compliance with regulations like HIPAA and robust data security.
- Financial Services: Needs strong cybersecurity measures and compliance with standards like PCI DSS.
- Retail and E-commerce: Focuses on secure online transactions and customer data protection.
- Manufacturing: Benefits from IT support for operational technology and IoT
- Government: Requires adherence to strict regulatory standards and data protection.
- Education: Needs support for digital learning platforms and data security.
- Nonprofits: Often require cost-effective IT solutions and support for donor management systems.

How to Select the Right MSP

Matching your business with the ideal MSP:

Business Type	Ideal MSP Type	Key Considerations
Startups	Pure Play MSP	Focus on scalability and cost-efficiency
SMBs	Full-Service MSP	Comprehensive IT support and security.
Healthcare	Specialized MSP	Compliance with healthcare regulations (e.g., HIPAA).
Retail	E-commerce MSP	Support for online sales platforms and cybersecurity.
Manufacturing	Industrial MSP	Focus on operational technology and IoT.
Financial Services	Security-Focused MSP	Enhanced data protection and compliance (e.g., PCI DSS).

How to Select the Right MSP

Expertise Evaluation:

- **Certifications and Partnerships:** Verify their certifications (e.g., Microsoft, Cisco) and partnerships with leading tech vendors.
- **Case Studies and References:** Review case studies and ask for references to understand their experience in your industry.
- **Technical Support:** Assess their support capabilities, including response times and availability.



Different IT Service Options Recaped

When selecting an MSP, understanding the types of service models is essential so to recall:

- **Traditional Managed IT Services:** A complete takeover of your IT environment, where the MSP assumes full responsibility for managing, monitoring, and maintaining your IT infrastructure.
- **Co-managed IT Services:** A partial takeover where the MSP collaborates with your internal IT team, providing support in specific areas while allowing your team to retain control over others.
- **Project-based Services:** These are one-off, special projects where the MSP is brought in for a specific task, such as cloud migration or implementing new technology.

How to Select the Right MSP

Tech Stack Analysis

- **Compatibility:** Ensure the MSP's tech stack aligns with your existing systems and future needs.
- **Innovation:** Look for modern, scalable, and secure technologies that the MSP uses.
- **Integration:** Check how well their tools integrate with your current infrastructure. (ConnectWise, VEEAM, Logitech, Microsoft Modern Workplace, Microsoft Copilot, Microsoft/Office 365).

Tech Stack Examples

- IT Infrastructure – Microsoft Azure
- Data Management | BI & Analytics – Power BI
- IT Security – Logitech, Proofpoint
- IT Storage – Veeam Storage Management
- Servers – Dell Sales Server, Microsoft SharePoint Server
- Operating System – Microsoft Windows Server
- Collaborative – Microsoft Modern Workplace
- Hardware – Dell, HP



How to Select the Right MSP

Narrowing down that provider below...

How to evaluate an IT MSP

When evaluating MSPs, it's essential to review key factors that influence long-term success. Look for flexible contracts, transparent pricing, AI-enhanced support, and expertise in licensing and compliance. Consider their growth model, client resources, and whether they cater to companies of your size. Customer reviews, cost, and the alignment of technologies and goals are also crucial. Ultimately, ensure the MSP's strategic approach fits your company culture and objectives, creating a strong foundation for success.

Creating a vendor list

Many buyers rely on MSP review aggregator sites like UpCity, Cloudfango, and CRN to evaluate providers. It's equally important to visit the company's website to review case studies, client testimonials, and awards or recognitions. This helps you assess the MSP's success, identify industry leaders, and understand the types of businesses they typically work with to ensure alignment with your own needs. Additionally, getting to know the team members you'll interact with daily is crucial for ensuring a smooth working relationship.

Evaluating IT Managed Services Providers

Typical competitors in MSP the space include:

- Managed Solution
- Dataprise
- Thrive
- Quest
- Magna5
- Splice



How to Select the Right MSP

Companies	Primary Services Offered	Focus	Pricing Model	Company Growth
Managed Solution	Full MSP services	Microsoft certified 24/7 Help Desk	Private Equity Funded	Organic
Dataprise	Co-managed & full MSP	Comprehensive IT support and security.	Per User/Device	Acquisitions
Thrive	Managed IT & Cloud	Compliance with healthcare regulations (e.g., HIPAA).	Tiered pricing	Rapid Growth
Magna5	Full MSP & MSSP	Support for online sales platforms and cybersecurity.	Subscription	Growth via M&A
Quest	Security-focused MSP	Focus on operational technology and IoT.	Per User/Device	Steady expansion
Splice	Custom IT solutions	Enhanced data protection and compliance (e.g., PCI DSS).	Per project	Steady growth

How to Select the Right MSP

To help you make an informed decision, we've provided a detailed table comparison chart. Feel free to fill out this chart as you compare our offerings against other vendors. This way, you can easily review and highlight the features that matter most to you.

	A	B	C	D	E
1	Vendor Comparison Worksheet				
2	<i>Instructions: Use this worksheet to compare vendors across key capabilities. Fill in vendor details in columns B-E.</i>				
3					
4	Capability / Feature	Your Company	Vendor 2	Vendor 3	Vendor 4
5	Vendor Name:	Managed Solution			
6					
7	Managed IT / Helpdesk	Managed, Co-managed, and Hybrid IT. 24/7/365 National Helpdesk.			
8	Consulting Services	Specialized Microsoft Consulting			
9	Security Solutions	Microsoft Security & Standalone security solutions			
10	AI Capabilities	Microsoft 365 Copilot, AI-driven Helpdesk			
11	Cloud Services	Tier 1 Microsoft CSP Provider			
12	Pricing Model	Per User/Device			
13	Price Transparency	Yes			
14	Long-term Lock-ins?	No			
15					

[DOWNLOAD THE WORKSHEET](#)

MSP Contract Essentials (SLAs, Exit Clauses, After-Hours Support)

A photograph of two women in a professional setting. One woman, with dark hair, is seated at a table with a laptop and a blue mug, looking towards the other woman. The second woman, with long brown hair, is standing and gesturing with her hands as if in conversation. The background shows a bright office space with a window and a plant.

What Does Your Managed IT Services Contract Look Like?

Your contract should be tailored to the specific support you require. It should outline the scope of services, response times, and additional provisions such as after-hours support or project-based work.

For example, our managed services contracts are tailored to the number of devices in a client's environment (computers and servers) and the specific add-ons required.

Managed Solution provides three levels of managed service contracts:

Level 1

Remote Monitoring & Management

Utilize our tools to monitor and manage your devices and servers.

Level 2

Help Desk Support Services

Enjoy the protection from remote monitoring services, plus 24/7 access to our help desk for support every day of the year.

Level 3

Onsite Support

Get the full package: remote monitoring, 24/7 help desk access, plus in-person professional IT support services.

MSP Contract Essentials (SLAs, Exit Clauses, After-Hours Support)

Term Lengths of Contracts

When engaging with a MSP, you have the flexibility to choose contract terms that best suit your business needs. Typical term lengths include 1-year, 3-year, and 5-year contracts. Each option offers different benefits, such as shorter terms providing more flexibility and longer terms often offering cost savings and stability.

Handing Your IT Environment Over to an MSP

Entrusting your IT environment to an MSP means you can focus on your core business activities without worrying about IT management. The MSP takes on the responsibility of monitoring, maintaining, and optimizing your IT infrastructure, ensuring it runs smoothly and efficiently. This allows you to leverage expert support and advanced technology solutions without the hassle of day-to-day IT concerns.

What does this alleviate?

Non-Contracting Side

Today, numerous tools work in tandem, unlike the earlier days when internal IT departments had distinct areas of expertise. From the perspective of a MSP, many tools are integrated to function cohesively. The role of a systems engineer is evolving, reducing the need for extensive high-level skill sets. MSPs offer greater flexibility and ensure your systems are optimized both in the short and long term. They continuously evaluate the latest technologies to determine what is most beneficial for their customers.

Contracting Side

MSPs possess a comprehensive understanding of modern endpoint devices and their management. This includes cloud management, security, and the Internet of Things (IoT). When evaluating an MSP, it is crucial to ensure they can manage these aspects effectively. They should be capable of mitigating threats, optimizing expenditures, managing data storage, and implementing AI solutions. These capabilities should be clearly outlined in the contract.

MSP Contract Essentials (SLAs, Exit Clauses, After-Hours Support)

Drafting Issue Resolution in Contracts

When issues arise, it is crucial for IT MSPs to outline the criticality of the affected systems. Vital systems, such as those handling customer data or financial transactions, need immediate attention and robust support.

Clearly identifying each system's importance in the contract helps prioritize responses and allocate resources effectively. MSPs should outline their approach to adopting new technology, optimizing data, manage intellectual property using AI, and transitioning to cloud-based solutions—ensuring they can support these transitions seamlessly.

By addressing these aspects in the contract, MSPs can provide comprehensive and proactive support, ensuring business continuity and efficiency.

Addressing Security Risks in Contracts

Evaluating the security implications of IT problems is crucial. Issues that expose systems to vulnerabilities or potential breaches require immediate resolution to protect sensitive data, business operations, and maintain compliance with regulatory standards.

IT providers should clearly outline in their contracts how they will identify and address these risks promptly. This includes implementing robust security measures, conducting regular vulnerability assessments, and ensuring compliance with relevant regulations. By proactively managing security risks, MSPs can help safeguard their clients' operations and data integrity.

Requesting After-Hours Support

IT issues don't adhere to business hours, and neither should your support. Requesting after-hours support ensures that your IT environment is monitored and maintained around the clock. This proactive approach helps prevent issues from escalating and provides peace of mind that expert help is available whenever you need it.

Conclusion

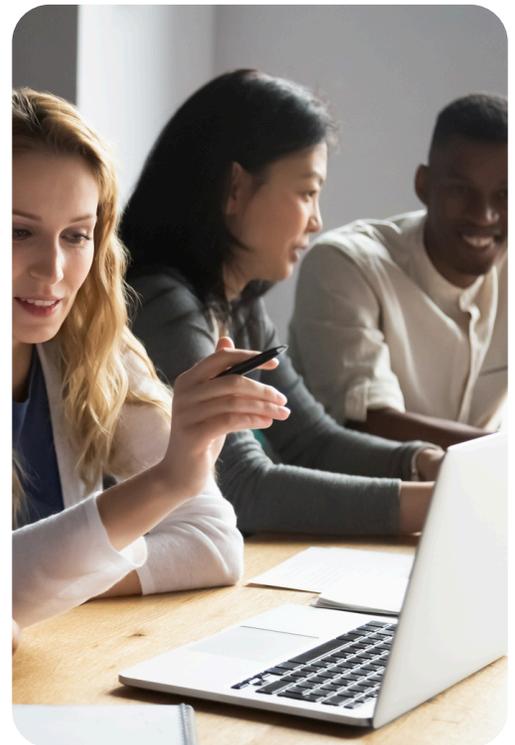
Empowering Your Business with a Modern Managed IT Service Provider

As you've explored throughout this guide, managed IT services offer a strategic advantage to businesses navigating today's evolving technology landscape. By leveraging the expertise of an MSP, you can streamline your IT operations, boost security, and enhance productivity—allowing you to focus on your core business goals.

Key Takeaways

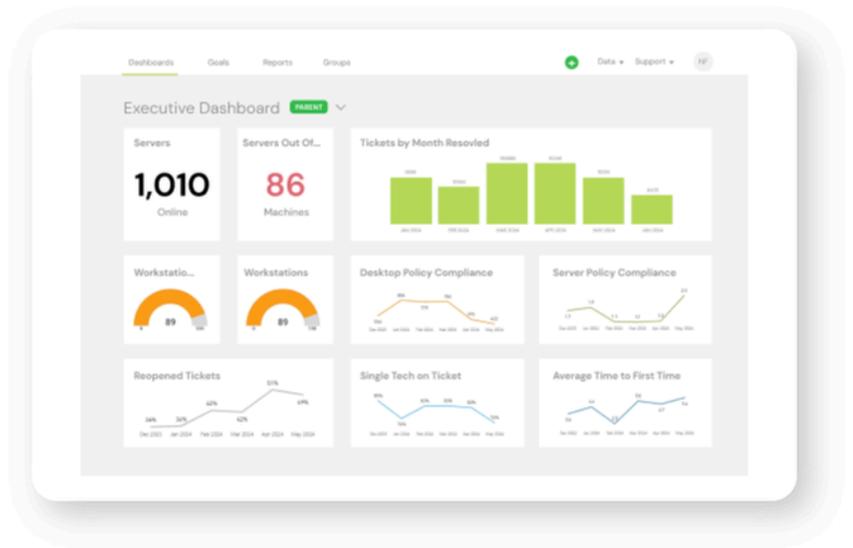
- **What is Managed IT Services:** Understand the value and functions an MSP provides, from network management to 24/7 support.
- **Current and Future IT Trends:** Stay informed on how MSPs are evolving to meet growing demands, such as cloud services and cybersecurity.
- **Next Steps:** Evaluate your organization's readiness for a new solution, identify the key decision-makers, and overcome common barriers to IT maturity.
- **Selection Process:** Learn how to research, evaluate, and select the right MSP, considering cost, services, and company alignment.
- **Contracts:** Familiarize yourself with the types of managed services contracts, so you can choose one that fits your business needs.

By following the best practices outlined here, you're equipped to make informed decisions that will empower your business to succeed in 2026 and beyond. If you're ready to take the next step, connect with an MSP that can provide the tailored IT solutions you need.



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Bring the transformative power of AI to your business



Microsoft Partner Designations



Contact a Managed Service Provider to discuss your business needs and start your journey towards optimized IT management

sales@managedsolution.com

www.managedsolution.com

About

We're technology enthusiasts with a people-first approach. For over two decades, we've witnessed the profound impact that the right technology and support can have on businesses and individuals. Success, to us, is seeing our clients, partners, and team conquer challenges to achieve their greatest goals and build lasting connections. This relentless pursuit of inspiration drives us forward, pushing us to deliver innovative solutions that empower growth and lasting success.

www.managedsolution.com



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