Choose The Right IT Provider For You!
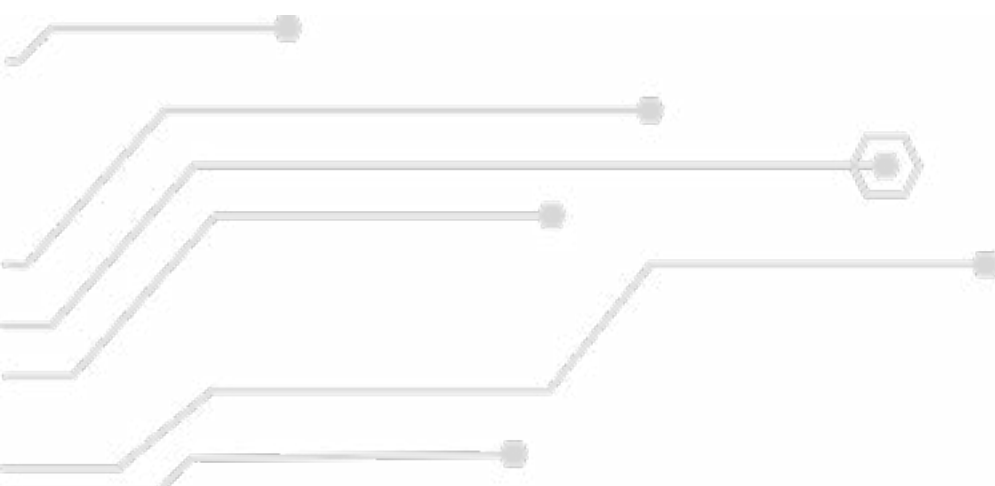
(or Evaluate Your Current IT Provider)

WITH COMPREHENSIVE MANAGED IT SERVICE CHECKLIST

i.t. now™

Unlocking Managed IT Services
What They Are, How Much IT Services Cost, and Choosing the Best IT Provider

Introduction

In today's fast-paced digital landscape, effective IT management is crucial for business success. Managed IT services offer a proactive solution, ensuring your technology infrastructure runs smoothly while you focus on core business activities. This article will explore what managed IT services include, break down the associated costs, and provide actionable tips and a comprehensive checklist for choosing the best provider for your unique needs.

If you already have an IT provider, you can use it to evaluate their service level and pricing.
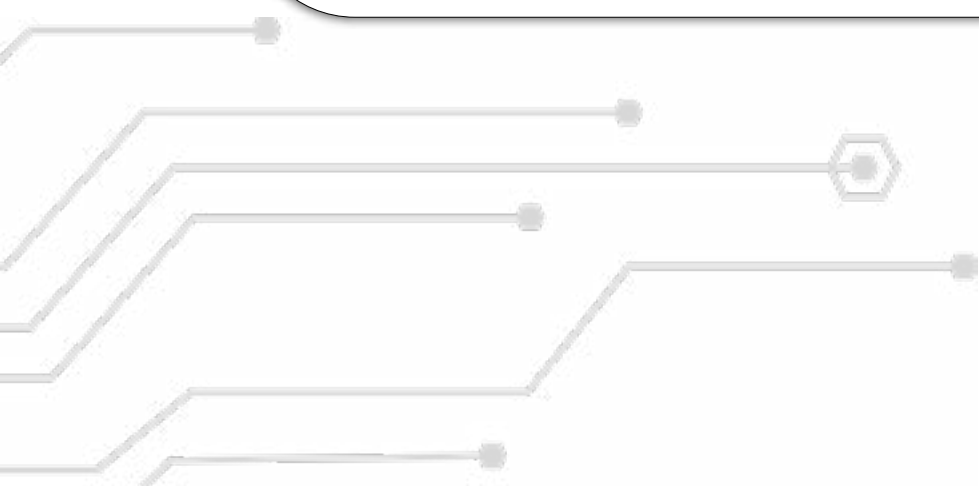
What Are Managed IT Services?

Managed IT services involve partnering with a dedicated provider to handle your company's technology needs. This partnership ensures your systems are maintained, secure, and optimized for performance, preventing issues before they impact your business.

Key Components of Managed IT Services:

1. Network Management
Continuous monitoring and maintenance of your company's network, including:

- *24/7 Monitoring*: Constant oversight to detect and resolve issues proactively.

- **Maintenance**: Regular updates and optimization of routers, switches, and firewalls.

- *Health Reports*: Insights into network performance to anticipate potential challenges.

2. IT Support
Providing assistance when you or your employees encounter technical issues, either remotely or in person, including:

- *Remote Support*: Immediate assistance via phone, chat, or remote desktop for swift issue resolution.

- *Onsite Support*: Hands-on help for complex problems like hardware failures or installations.

- *Scheduled Visits*: Routine maintenance and training tailored to your needs.

3. Cybersecurity Services

Protecting your business from online threats like viruses, hackers, and data breaches, including:

- *Threat Protection*: Defense against viruses, malware, and cyber-attacks.

- *Firewall & Content Filtering*: Blocks unauthorized access and harmful websites.

Compliance Consulting: Ensures adherence to standards like HIPAA or SOC2.

4. Backup and Disaster Recovery

Regularly saving copies of your data and having a plan to restore it in case of loss due to accidents, hardware failures, or cyberattacks. Including:

- *Data Backups*: Automatic, secure backups of critical data to prevent loss.

- *Disaster Recovery Planning*: Strategies to restore operations quickly after disruptions.

- *Fast Recovery Options*: Solutions to minimize downtime during emergencies.

5. IT Consulting and Compliance Management

Expert advice on how to use technology to achieve your business goals and ensure you meet industry regulations. Including:—

- *Strategic Planning*: Aligning IT initiatives with business goals.

- *Compliance Support*: Navigating regulatory requirements to avoid penalties.

- *Co-Managed IT Solutions*: Collaboration with internal teams for specialized support.

How Much Do Managed IT Services Cost?

The cost of managed IT services varies based on factors like network complexity, support levels, and security needs. Understanding these elements helps in budgeting and selecting services that offer the best value.

1. Network Management

Benefits:

- *Minimized Downtime*: Keeps your business operational without unexpected outages.

- *Increased Productivity:* Ensures your team works without technical interruptions.

- *Predictable Costs*: Reduces the risk of expensive emergency repairs.

2. IT Support

Benefits:

- Rapid Issue Resolution: Addresses problems quickly to keep operations running.

- Flexible Assistance: Offers both remote and onsite support as needed.

- Cost Efficiency: Options like pay-as-you-go onsite support manage expenses.

Cost Estimates for Network Management & IT Support:

- *Unlimited Remote Support*: **$70-$90 per user/month**
    * *With On Demand Hourly Onsite Support*: **$150/hour**

- *Unlimited Remote + Onsite Support*: **$90–$120 per user/month**

3. Cybersecurity Services

Benefits:

- *Enhanced Protection*: Safeguards data and reputation from cyber threats.

- *Regulatory Compliance*: Meets industry standards to avoid legal issues.

- *Client Trust*: Demonstrates commitment to security, boosting confidence.

Cost Estimates Cybersecurity:

- *Basic Security*: **$15 per user/month**

- *Advanced Security*: **$25–$40 per user/month**

4. Backup and Disaster Recovery

Benefits:

- *Business Continuity*: Maintains operations during and after disruptions.

- *Reduced Downtime Costs*: Quick recovery minimizes financial impact.

- *Data Compliance*: Adheres to data retention regulations.

Cost Estimates Backup & Recovery:

- *Standard Backup*: **$29 per server/month + $19 per TB of storage**

- *BDR Solutions*: **$150–$1,000 per month** (varies by server and storage needs)

5. IT Consulting and Compliance Support

Benefits:

- *Optimized Investments*: Strategic IT planning maximizes your budget.

- *Compliance Assurance*: Keeps systems up-to-date with regulations.

- *Scalable Support*: Co-managed options adapt to your workload demands.

Cost Estimates IT Consulting & Compliance Support:

- *Custom Pricing*: Tailored solutions based on your specific requirements.

Real-World Pricing Examples

Example 1: Consulting Firm with 25 Users (Simple Network)

- *Unlimited Remote Support*: 25 users × $70 = **$1,750/month**

- *Basic Security:* 25 users × $15 = **$375/month**

- *Office 365 Backup*: 25 users × $3 = **$75/month**

Total Monthly Cost: $2,200*

Example 2: Engineering Firm with 70 Users (High Complexity)

Unlimited Remote + Onsite Support: 70 users × $110 = **$7,700/month**

Advanced Security & Compliance: 70 users × $25 = **$1,750/month**

BDR System: **$501/month** (8 Servers + 8TB Storage)

Total Monthly Cost: $9,951*

*NOTE: Every client is different and pricing may fluctuate depending on their needs.

How to Choose the Best Managed IT Service Provider

Selecting the right provider goes beyond pricing. Here's what to consider:

1. Assess Your IT Needs

Determine whether you require remote support, onsite assistance, or a co-managed approach. Identify any compliance standards relevant to your industry.

2. Prioritize Security Expertise

Ensure the provider offers advanced cybersecurity measures and understands regulatory frameworks like HIPAA or SOC2.

3. Evaluate Support Quality

Look for providers with responsive, 24/7 support and positive client testimonials. Quick issue resolution is crucial to minimize downtime.

4. Seek Customization

Choose a provider that tailors solutions to your business, offering flexibility and scalability as you grow.

5. Check for Transparent Pricing

Transparent pricing models help you understand costs upfront, avoiding surprises down the line.

6. Analyse Customer Reviews & References

Analyze review sites and make sure the provider can provide contact details of current clients.

MANAGED IT SERVICE CHECKLIST

Section 1: Assess Your Business's IT Needs

Support Requirements

Need for remote support, onsite support, or both ☐

Benefits of co-managed services with existing IT team ☐

Network Complexity

Number of users and devices ☐

Presence of multiple locations or servers ☐

Compliance Obligations

Industry-specific regulations to adhere to ☐

Handling of sensitive data requiring enhanced security ☐

Cybersecurity Needs

Required level of threat protection ☐

Need for advanced security features like intrusion detection ☐

Backup and Recovery

Importance of quick data recovery ☐

Data storage requirements ☐

Section 2: Establish a Budget

Network Management & IT Support

Your Estimate

Option #1: Remote Support: $70 per user/month

- Hourly Onsite Support: $150/hour (as needed)

Option #2 Remote + Onsite Support: $90–$130 per user/month

Cybersecurity

Basic Package: $15 per user/month

Advanced Package: $30–$40 per user/month

Backup and Recovery

Standard Backup: $29 per server/month + $19 per TB of storage

Comprehensive Solutions: $150–$1,000 per month

IT Consulting

Importance of quick data recovery

Data storage requirements

Total Estimated Costs

Multiply per-user costs by the number of users

Include additional required services

Section 3: Research Potential IT Service Providers

Industry Experience

Do they have experience in your industry? ☐

Can they provide relevant case studies or references? ☐

Reputation and Reviews

Are there client testimonials on their website? ☐

What do independent review sites say about them? ☐

Certifications and Partnerships

Are they certified partners with major technology vendors? ☐

Do they hold relevant industry certifications? ☐

Section 4: Evaluate Service Offerings

Comprehensiveness

Do they offer all the services you need? ☐

Are their services scalable for growth? ☐

Customization

Will they tailor solutions to your needs? ☐

Do they offer flexible contract terms? ☐

Technology and Tools

What platforms and tools do they use? ☐

Are they utilizing up-to-date and secure technologies? ☐

Section 5: Assess Support Quality

Availability

Is support available 24/7? ☐

What are their average response and resolution times? ☐

Communication

Do they provide clear, jargon-free explanations? ☐

How do they keep you informed about issues and
resolutions? ☐

Service Level Agreements (SLAs)

What guarantees do they offer regarding uptime and
support? ☐

Are SLAs detailed and fair? ☐

Section 6: Examine Cybersecurity Measures

Security Protocols

What measures protect against cyber threats? ☐

Do they offer regular security assessments? ☐

Compliance Assistance

Can they help meet industry-specific compliance requirements? ☐

Do they stay updated on changing regulations? ☐

Employee Training

Do they offer security awareness training for staff? ☐

How comprehensive is the training? ☐

Section 7: Verify Backup and Disaster Recovery Plans

Data Backup Frequency

How often is data backed up? ☐

Where is backup data stored? ☐

Recovery Objectives

How quickly can systems be restored after an outage? ☐

What are the recovery time objectives (RTOs)? ☐

Testing Procedures

Do they regularly test disaster recovery plans? ☐

How are tests conducted and reported? ☐

Section 8: Ensure Transparent Pricing

Detailed Quotes

Is there a breakdown of all costs? ☐

Are setup fees or additional charges disclosed? ☐

Contract Terms

What is the contract length? ☐

Are there termination clauses? ☐

Can services be adjusted as needed? ☐

Scalability Costs

How will costs change as your business grows? ☐

Are there pricing models for scaling services? ☐

Section 9: Review Client Success Stories and Referrals

Case Studies

Do they have examples of helping similar businesses? ☐

Are there measurable results or improvements shown? ☐

Testimonials

What do clients say about reliability and effectiveness? ☐

Are there positive comments on customer service? ☐

Referrals

Can they provide contact details of current clients? ☐

Do they allow you to talk to their suppliers? ☐

Section 10: Request a Customized Proposal

Provide Information

Share specific needs and challenges ☐

Describe your current IT setup ☐

Tailored Solutions

Ensure the proposal addresses your unique requirements ☐

Look for suggestions to improve current systems ☐

Compare Proposals

Evaluate offerings from different providers ☐

Consider overall value, not just cost ☐

Section 11: Check for Compatibility

Company Culture

Does their approach align with your values? ☐

Is communication easy and effective? ☐

Long-Term Potential

Are they interested in a lasting partnership? ☐

Do they show commitment to your business goals? ☐

Section 12: Understand the Onboarding Process

Implementation Timeline

How long to start services? ☐

What is required from your end? ☐

Data Migration

How will data and systems be transferred? ☐

How will they prevent disruptions? ☐

Training and Support

Will they provide staff training on new systems? ☐

How will they support you during the transition? ☐

Section 13: Confirm Ongoing Management and Reporting

Regular Updates

Will you receive routine performance reports? ☐

How often will services be reviewed with you? ☐

Proactive Management

Do they monitor systems to prevent issues? ☐

How are updates and patches handled? ☐

Section 14: Make an Informed Decision

Weigh Pros and Cons

Consider benefits and potential drawbacks ☐

Assess which provider offers best value ☐

Trust Your Instincts

Choose a provider you feel confident in ☐

Ensure they understand your needs ☐

Section 15: Plan for the Future

Scalability

Can services adapt to business changes? ☐

Do they offer scalable solutions? ☐

Technology Roadmap

Will they help plan for future IT needs? ☐

Are they proactive about industry trends? ☐

Next Steps

Contact Potential Providers

Use this checklist during discussions

Request proposals and clarify any questions.

Trust Your Instincts

Involve stakeholders in the decision

Gather input from team members.

Review and Decide

Carefully evaluate all information.

Choose a provider that aligns with your goals.

Why Choose i.t.NOW?

At i.t.NOW, we combine affordable pricing with exceptional proactive support and customized solutions to meet your business needs.

Our team has extensive experience across industries such as construction, healthcare, manufacturing, and financial services. Here is what sets us apart:

Comprehensive Support

*   *Unlimited Remote and Onsite Assistance*: Ensuring seamless operations with minimal disruptions.
*   *Proactive Monitoring*: Detecting and resolving issues before they impact your business.

Robust Security

*   *Advanced Cybersecurity Services*: Protecting your data with the latest tools and practices.
*   *Compliance Expertise*: Navigating complex regulations to keep you compliant.

Tailored Proactive Solutions

*   *Customized IT Strategies*: Aligning technology with your business goals.
*   *Scalable Services*: Adapting to your evolving needs, whether you're a small firm or a large enterprise.

Extensive Local Experience and Longevity

*   *Proven Track Record*: With over three decades in the industry, we've honed our skills to provide top-notch IT solutions.
*   *Deep Industry Knowledge*: Our long-standing presence means we have extensive experience across various sectors.
*   *Community Understanding*: Being based in Utah,

Compare i.t.NOW With Others

Make sure you compare i.t.NOW services with others! This way you'll be able to compare apples to apples and choose the best IT provider for you.

ITEM	i.t.NOW	Provider #1	Provider #2
Years of IT Experience	200+ Years		
Part of MSP Peer Group	HTG Evolve (Long Time)		
Growth Rate	Historically 20+% / Year		
Verticals	Healthcare, Construction, Property Management, Legal		
Certifications	Long List of IT Certifications*		
Average Employee Retention	7+ Years		
Average Client Retention	10+ Years		
Team Size (Total)	55+ FTE		
Dedicated Account Manager	Included		
Dedicated Proactive Technician	Included		
Dedicated vCIO Professional	Included		
Service Desk (Helpdesk)	Included		
IT Support User Satisfaction Rate	99%		
Unlimited Support (Business Hours)	Yes		
Quarterly Business Reviews	Included		
IT Systems Monitoring (24/7)	Included		
Patch Management	Included		
Email & User Management	Included		
IT Vendor Management	Included		
Detailed Network Diagrams	Included		
Secure Data & IT Equipment Disposal	Included		
Change Management System	Included		
Online Ticket Management Portal	Included		
Server Backup Monitoring	Included		
Cyber Liability Insurance	$2,000,000		
Security Certifications	Security+ Certification, CISSP		
Antivirus	Included		
Endpoint Detection and Response	Included		
Security Awareness Training	Included		
Multifactor Authentication Management	Included		
Drive Encryption Management	Included		
Secure Remote Access	Included		
Advanced Spam Filtering and Email Security	Included		
Firewall Monitoring & Management	Included with SonicWall Firewall		

Client Testimonials

"With i.t.NOW, we have an entire team at our disposal. Financially, we would only be able to justify the cost of one full-time technician. However, with i.t.NOW, we have a team that is always available, doesn't require training, and doesn't take time off. When there is an emergency, we know we have an entire team working to resolve our issues."

Robert Jensen,
Managing Partner
HJ & Associates

"We had a lightning storm take out a power supply in one of our critical servers. The server was out

of warranty and the part we needed was two days out. i.t.NOW got us up and running on the i.t.BDR in minutes. Most of the staff didn't even know there was a problem. Even with that server failing, we experienced virtually no downtime."

Mark Reid
City Administrator
Bluffdale City

"...i.t.NOW has provided the background analysis, implementation and maintenance of our current systems. They have been very responsive to our needs and even to our wants providing us the highest level of uptime."

Keith L. Blauer, MD, MBA
Reproductive Care Center

"It was a no brainer for us to have i.t.NOW help us with our IT. They treat us like family. It takes a huge load off to have their support."

Ryan McDermott
Partner
McDermott Co. & Ass. Insurance

"As we started to grow, we were spending so much time making sure our computers were up and running that it was keeping us from focusing on the things we needed to focus on. i.t.NOW just got it. They understood how important IT support was for my company."

Dave Saxton
Owner
North American Recovery

"Electronic medical records are the heartbeat of everything we do. If our system goes down, we're done until it comes back up. About 8 years ago we finally saw the light and signed a monthly small business IT support agreement with i.t.NOW where they maintain everything for a flat fee. We get the talent of their entire office for a fraction of the cost of a full time employee."

Aaron Monson
Practice Manager
Riverton & Zenith Famile Health Care

"We've always felt that you should do the things that you're good at. The way technology has grown one person can't keep up anymore. You need to specialize. I make money when I'm working with clients and not when I'm fixing PC's. That's why i.t.NOW helps us with our technology. It's nice to have a good business relationship, but it's also great to work with good people. The people at i.t.NOW are good people. ."

Jeff Dredge
Partner
Morris & Dredge CPA Firm
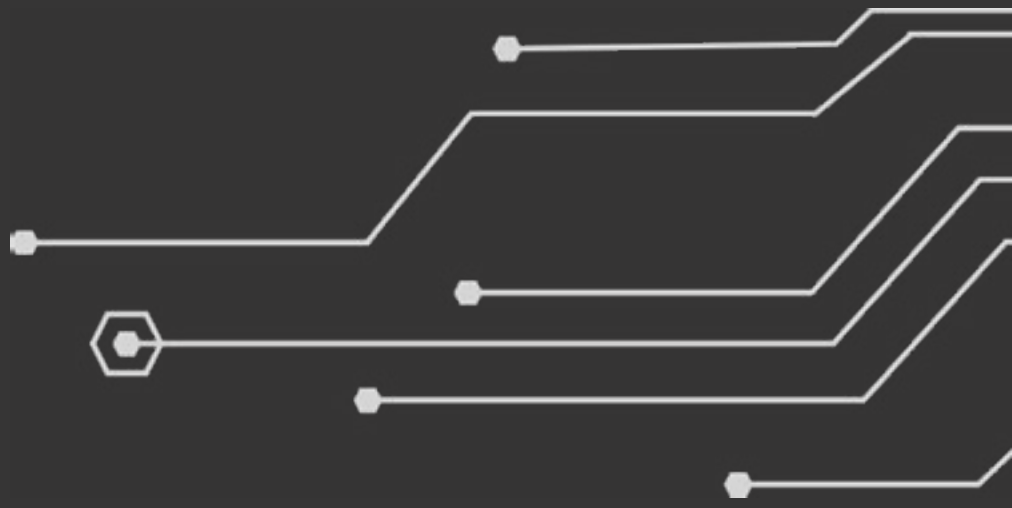
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