

MANAGED IT READINESS

When Managed IT Services Make Sense for a Small Business

A practical guide to recognizing when break/fix support is no longer enough for a growing small business.

Practical guidance

Break/fix works until it does not

Calling for help only when something breaks can be fine for very small or simple setups. But as a business depends more on email, cloud apps, Wi-Fi, remote access, security, and backups, waiting for failure becomes more expensive.

Signs you may be ready

Managed IT starts making sense when recurring issues interrupt work, nobody owns updates and backups, employees are waiting too long for help, security questions keep piling up, or the business needs better documentation. It is less about company size and more about operational dependency.

What managed support should include

A practical managed support plan should include maintenance, monitoring, backup checks, security review, documentation, vendor coordination, and a clear support process. It should also be explained in plain English so ownership knows what is covered.

Quick checklist

- Recurring IT issues are interrupting work
- Backups and updates need ownership
- Security questions are unresolved
- Vendor coordination wastes staff time
- Documentation is thin or missing
- Support response needs to be more predictable

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