

Managed Service Provider vs. Internal IT



There are many benefits in hiring an experienced MSP.










Let's take a look at some of the key differences from having an internal team.



Managed Service Provider

vs.

Internal IT

Predictable flat-rate monthly fee	Cost 	Salaries and health benefits per employee
Proactive monitoring of all business applications and hardware	Technical Support 	Tends to troubleshoot day-to-day issues
Access to highly trained certified technicians	Skill 	Depends on internal team capabilities and knowledge
Fully staffed help-desk 24/7/365	Availability 	Mostly during business hours
Tier 1,2,3 support	Escalation 	Internal team
Access to all the most advanced equipment and software	Technology 	Limited to what is provided by the company
Less	Control 	More
Very Scalable	Scalability 	Lacks scalability and flexibility
Access to all the most advanced security technology	Security 	Limited to what is provided by the

**There are much more benefits from experienced MSP.
To learn more about The ProActive Technology Group,
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