

Managed IT Service Packages & Pricing

MONTHLY MANAGED IT SERVICE TIERS

PACKAGE 1: ESSENTIAL IT SUPPORT

Perfect for: Small businesses (5-15 employees)

What's Included:

Helpdesk Support: ✓ Unlimited email support (response within 4 hours)

✓ Phone support (9am-5pm, M-F)

✓ Remote troubleshooting and fixes

✓ User account management

Proactive Monitoring: ✓ Server and network monitoring

✓ Automated alerts for critical issues

✓ Monthly system health reports

Maintenance: ✓ Software updates and patches

✓ Antivirus management

✓ Basic firewall management

Backup & Recovery: ✓ Backup monitoring (you provide backup solution)

✓ Monthly backup test verification

Monthly Investment: \$799/month

Per-User Cost: ~\$53-160/user depending on team size

Best For:

- Businesses with basic IT needs
- Stable technology environment
- Limited budget
- Don't need 24/7 support

What's NOT Included:

- On-site visits (billed separately at \$150/hour)
- After-hours support
- Major projects (quoted separately)
- Hardware procurement

PACKAGE 2: PROFESSIONAL IT MANAGEMENT

Perfect for: Growing businesses (15-35 employees)

Everything in Essential, PLUS:

Enhanced Helpdesk: ✓ Phone support (7am-7pm, M-F)

- ✓ Priority response (2-hour response time)
- ✓ Weekend emergency support (on-call)
- ✓ Mobile device support (phones, tablets)

Advanced Monitoring: ✓ Workstation monitoring (all computers)

- ✓ Network performance monitoring
- ✓ Bandwidth usage tracking
- ✓ Security event monitoring

Comprehensive Maintenance: ✓ Quarterly on-site visits

- ✓ Hardware health monitoring
- ✓ Software license management
- ✓ Performance optimization

Backup & Disaster Recovery: ✓ Managed backup service (cloud backup included)

- ✓ Quarterly disaster recovery tests
- ✓ Documented recovery procedures

Strategic Planning: ✓ Quarterly technology reviews

- ✓ Annual IT budget planning
- ✓ Technology roadmap

Security: ✓ Advanced firewall management

- ✓ Employee security awareness training (annual)
- ✓ Basic cybersecurity protection

Monthly Investment: \$1,499/month

Per-User Cost: ~\$43-100/user depending on team size

Best For:

- Businesses dependent on technology
- Growing teams
- Need reliability and predictability
- Want strategic IT guidance

Includes:

- 2 on-site visits per quarter
- After-hours emergency support
- Cloud backup (up to 500GB)

PACKAGE 3: ENTERPRISE IT PARTNERSHIP

Perfect for: Established businesses (35+ employees)

Everything in Professional, PLUS:

Premium Helpdesk: ✓ 24/7/365 phone and email support

✓ Dedicated account manager

✓ 1-hour response time SLA

✓ On-demand on-site support (included)

Complete Monitoring & Management: ✓ Full infrastructure monitoring (servers, network, endpoints)

✓ Proactive issue resolution

✓ Application performance monitoring

✓ Capacity planning

Comprehensive Maintenance: ✓ Monthly on-site visits

✓ Preventive maintenance program

✓ Hardware lifecycle management

✓ Software standardization

Enterprise Backup & DR: ✓ Multi-site backup solution

✓ Monthly disaster recovery tests

✓ Business continuity planning

✓ Guaranteed recovery time objectives

Strategic Technology Partnership: ✓ Monthly strategy calls

✓ vCIO (virtual CIO) services

✓ Multi-year technology roadmap

✓ Vendor management

✓ Project management included

Advanced Security: ✓ Enterprise firewall and security

✓ Quarterly security assessments

✓ Employee security training (quarterly)

✓ Incident response planning

✓ Compliance support (HIPAA, PCI, etc.)

Monthly Investment: \$2,999/month

Per-User Cost: ~\$86+/user depending on team size

Best For:

- Mission-critical technology needs
- Multiple locations
- Compliance requirements
- Need true IT department replacement

Includes:

- Unlimited on-site visits
 - 24/7 emergency support
 - Unlimited cloud backup
 - Dedicated account manager
 - Technology projects included (up to 20 hours/month)
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À LA CARTE ADD-ONS**Enhance any package with these add-ons:**

Service	Monthly Price
Additional on-site visits	\$150/hour
After-hours support (Essential package only)	\$299/month
Mobile device management (MDM for phones/tablets)	\$5/device/month
Cloud backup - additional storage	\$50 per 500GB/month
Microsoft 365 management	\$15/user/month
Advanced security monitoring	\$399/month
Compliance management (HIPAA/PCI)	\$599/month
Website hosting & management	\$99/month
VoIP phone system management	\$25/user/month
Cloud server hosting	Starting at \$199/month

ONE-TIME PROJECT SERVICES**Not ready for monthly service? We do projects too:**

Project Type	Typical Cost	Timeline
Network setup/redesign	\$2,500-\$8,000	1-2 weeks
Server installation	\$3,500-\$12,000	1-3 weeks
Office move IT coordination	\$1,500-\$5,000	Varies
Cloud migration (to Microsoft 365, Google Workspace)	\$2,000-\$10,000	2-4 weeks
Security assessment	\$2,500-\$5,500	1 week
Disaster recovery planning	\$2,500-\$4,000	2 weeks

Project Type	Typical Cost	Timeline
Wi-Fi network installation	\$1,500-\$6,000	3-5 days
Workstation setup	\$150 per computer	1-2 hours each
Server migration	\$4,000-\$15,000	2-4 weeks

Hourly Rate for Custom Projects: \$150/hour

INDUSTRY-SPECIFIC MANAGED IT PACKAGES

HEALTHCARE IT PACKAGE

\$1,999/month (15-35 employees)

Includes Professional Package PLUS: ✓ HIPAA-compliant IT infrastructure

- ✓ EHR/EMR system support
- ✓ Medical device integration support
- ✓ Patient data encryption
- ✓ HIPAA compliance monitoring
- ✓ Business Associate Agreement (BAA) included
- ✓ Annual HIPAA security risk assessment

Why healthcare needs specialized IT:

- HIPAA compliance is non-negotiable
 - EHR downtime = patient care disruption
 - Medical devices need network integration
 - Patient data requires extra security
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LEGAL IT PACKAGE

\$1,799/month (10-25 employees)

Includes Professional Package PLUS: ✓ Document management system support

- ✓ Case management software support
- ✓ Secure client communication tools
- ✓ ABA compliance guidance
- ✓ E-discovery support
- ✓ Court filing system integration
- ✓ Time tracking software integration

Why law firms need specialized IT:

- Client confidentiality is ethical obligation
- Document-heavy workflows

- Court deadlines can't be missed due to IT issues
 - Ethical rules around technology competence
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ACCOUNTING IT PACKAGE 💰

\$1,599/month (10-20 employees)

Includes Professional Package PLUS: ✓ Tax software support (Drake, Lacerte, ProSeries, etc.)

- ✓ QuickBooks/accounting software support
- ✓ Client portal management
- ✓ Secure document sharing
- ✓ Seasonal scaling (extra support during tax season)
- ✓ Bank-level security protocols

Why accounting firms need specialized IT:

- Tax season demands can't have IT failures
 - Financial data requires maximum security
 - Client portal access is critical
 - Multi-factor authentication requirements
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PAYMENT OPTIONS

Option 1: Annual Contract (Save 10%)

Pay for 12 months upfront, get 2 months free

Example: Professional Package

- Monthly: \$1,499/month × 12 = \$17,988
 - Annual: \$1,499/month × 10 = **\$14,990**
 - **Savings: \$2,998/year**
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Option 2: Quarterly Payments

Pay every 3 months

Example: Professional Package

- Quarterly: \$1,499 × 3 = \$4,497 every quarter
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Option 3: Monthly

Standard monthly billing

Example: Professional Package

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- Monthly: \$1,499/month, billed monthly

CONTRACT TERMS

Standard Agreement:

- 12-month initial term (ensures we can provide best service)
- Month-to-month after initial term
- 60-day cancellation notice
- Service Level Agreements (SLAs) included

No Long-Term Lock-In: After your first year, cancel anytime with 60 days notice (we're confident you'll love the service!)

WHAT'S INCLUDED IN ALL PACKAGES

Basic services included in every managed IT package:

- ✓ **Helpdesk Support** - Email and phone assistance
 - ✓ **Remote Troubleshooting** - We fix most issues remotely
 - ✓ **User Account Management** - Add/remove users, reset passwords
 - ✓ **Software Updates** - Keep systems current and secure
 - ✓ **Antivirus Management** - Protection from malware
 - ✓ **System Monitoring** - We watch your systems 24/7
 - ✓ **Monthly Reports** - See what we're doing for you
 - ✓ **Strategic Guidance** - Technology recommendations
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PRICING COMPARISON

Hiring In-House IT vs. Managed IT Services

Cost Factor	In-House IT Person	Managed IT Services
Salary	\$50,000-\$70,000/year	\$0
Benefits (30%)	\$15,000-\$21,000/year	\$0
Training & Certs	\$2,000-\$5,000/year	\$0
Tools & Software	\$2,000-\$5,000/year	Included
Vacation/Sick Time	You're uncovered	We're always available
Expertise Level	One person's knowledge	Entire team's expertise
After-Hours	Overtime or you're SOL	Included (Professional+)

Cost Factor	In-House IT Person	Managed IT Services
TOTAL ANNUAL COST	\$69,000-\$101,000	\$17,988-\$35,988

Managed IT Services saves \$30,000-\$65,000/year vs. hiring!

Reactive IT vs. Managed IT Services

Cost Factor	"Call When Broken"	Managed IT Services
Emergency Calls	$\$150\text{-}250/\text{hour} \times 40 \text{ hours/year} = \$6,000\text{-}\$10,000$	Included
After-Hours Premium	2x rate = additional \$3,000-\$5,000	Included
Downtime Cost	$20 \text{ hours/year} \times \$500/\text{hour} = \$10,000$	Prevented
Your Time	$50 \text{ hours/year} \times \$100/\text{hour} = \$5,000$	Eliminated
Preventable Issues	Not prevented	Prevented
Strategic Planning	None	Included
TOTAL ANNUAL COST	\$24,000-\$30,000+	\$9,588-\$17,988

Plus stress, frustration, and constant firefighting!

RETURN ON INVESTMENT (ROI)

How Managed IT Services Pays for Itself:

Professional Package Example (\$1,499/month):

Costs Eliminated:

- Emergency IT calls: ~\$6,000/year saved
- Downtime: ~\$10,000/year saved
- Your time fixing IT: ~\$5,000/year saved
- Preventable problems: ~\$3,000/year saved
- **Total Savings: \$24,000/year**

Your Investment: \$17,988/year

Net Savings: \$6,012/year

PLUS:

- Better productivity (employees not frustrated)
- Strategic technology guidance (make smarter investments)

- Peace of mind (sleep better at night)
- Scalability (grow without IT headaches)

ROI: 133% return on investment

PACKAGE COMPARISON CHART

Feature	Essential	Professional	Enterprise
Monthly Price	\$799	\$1,499	\$2,999
Best For	5-15 employees	15-35 employees	35+ employees
Unlimited Helpdesk	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Email + Phone	<input checked="" type="checkbox"/> 24/7 Email + Phone
Response Time	4 hours	2 hours	1 hour
After-Hours Support	<input checked="" type="checkbox"/>	On-call	<input checked="" type="checkbox"/> 24/7
On-Site Visits/Quarter	0 (billed extra)	2 included	Unlimited
Server/Network Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Advanced
Workstation Monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cloud Backup	Monitor only	500GB included	Unlimited
Disaster Recovery	Basic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Advanced
Security Training	<input checked="" type="checkbox"/>	Annual	Quarterly
Strategic Planning	<input checked="" type="checkbox"/>	Quarterly reviews	Monthly + vCIO
Account Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Dedicated
Technology Projects	Billed separately	Billed separately	20 hours/month

HOW TO PRESENT PRICING

Don't Say:

- ✗ "It costs \$1,499 per month"
- ✗ "The price is \$1,499"
- ✗ "We charge \$1,499"

Instead Say:

- "Your monthly investment is \$1,499"
 - "For \$1,499/month, you get unlimited support and peace of mind"
 - "Most businesses your size invest \$1,200-1,500/month"
 - "Compared to hiring an IT person (\$70K/year), this is \$1,499/month"
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PRICING SCRIPTS

When They Ask "How Much?"

You: "Great question! Our managed IT packages range from \$799 to \$2,999/month depending on your size and needs."

You: employees, most clients choose our **Professional package at \$1,499/month.**"

You: "That includes unlimited helpdesk support, proactive monitoring, on-site visits, cloud backup, and strategic IT planning."

You: "Compare that to what you're probably spending now on emergency IT calls, downtime, and your own time - most businesses find they actually **SAVE** money while getting better service."

You: "Want me to put together a customized quote showing exactly what you'd get?"

When They Say "That's Too Expensive"

You: "I totally understand - \$1,499/month sounds like a lot. Can I ask: What are you spending on IT right now?"

[Listen to their answer]

You: "Here's what most businesses don't realize they're actually spending:"

You: [Pull out calculator or notepad]

- "Emergency IT calls: About \$500-1,000/month"
- "Downtime and lost productivity: \$800-1,500/month"
- "Your time dealing with IT: \$400-800/month"
- "That's \$1,700-3,300/month you're already spending!"

You: "Our \$1,499/month is usually LESS than you're spending now, but you get:"

- "No more downtime"
- "No more emergency bills"
- "No more frustration"
- "Plus strategic planning to prevent problems"

You: "Make sense?"

Justifying Monthly Recurring Cost

You: "I know switching to a monthly service feels different than 'only calling when something breaks.'"

You: "But think of it like this:"

Analogy 1 - Car Maintenance: "You wouldn't skip oil changes and only go to the mechanic when your engine dies, right? That's way more expensive."

"Same with IT - proactive maintenance prevents expensive emergencies."

Analogy 2 - Health Insurance: "You don't cancel health insurance just because you're healthy. You keep it to prevent huge medical bills."

"Managed IT is insurance for your technology - prevents the huge bills."

Analogy 3 - Gym Membership: "Paying monthly for the gym is cheaper than paying a personal trainer by the hour every time you want to work out."

"Same here - monthly IT is cheaper than hourly emergency calls."

PACKAGE SELECTOR GUIDE

Use this to recommend the right package:

Recommend ESSENTIAL (\$799) if:

- 5-15 employees
- Simple technology setup
- Budget-conscious
- Stable, non-growing business
- Basic needs (email, file sharing, backups)

Recommend PROFESSIONAL (\$1,499) if:

- 15-35 employees
- Technology-dependent business
- Growing team
- Need reliability
- Want strategic guidance
- Have servers or complex infrastructure

Recommend ENTERPRISE (\$2,999) if:

- 35+ employees
- Multiple locations
- Mission-critical technology
- Compliance requirements (HIPAA, PCI, etc.)

- Need 24/7 support
 - Want dedicated account manager
 - Technology is competitive advantage
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Now you have comprehensive managed IT service pricing! 💰 ✅

Use these packages to sell monthly recurring revenue instead of one-time projects!